Park Square Theatre COVID-19 (Coronavirus) Information

Park Square Theatre is committed to your health and safety when you visit the theatre. Given the outbreak of COVID-19 (Coronavirus), Park Square is preemptively preparing for any possible impact the virus may have on the theatre, including monitoring updates from health organizations, local and state government, and the local and national performing arts communities.

Park Square has comprehensive cleaning guidelines at our theater and much of what we can do to prevent the spread of disease is part of our standard protocol, including sanitizing all surfaces as frequently as possible. We will be placing additional hand sanitizer stations throughout the theater and office areas and will continue to adjust our cleaning protocol as the situation warrants.

What precautions are you taking to prevent the spread of COVID-19?

Park Square is increasing the frequency of disinfecting common areas and will be placing additional alcohol-based sanitizers in our lobbies for your use. Ticket handlers will wear gloves through this time. Staff will sanitize door handles and other surfaces prior to performance, once performance begins and after intermission.

Park Square encourages its staff, patrons and artists to follow the usual precautions to avoid the spread of respiratory disease, including:

- Stay home if you feel ill, except for seeking medical care and avoid contact with others.
- Seek medical care right away. Before going to a doctor’s office or emergency room, call and inform them of symptoms. Advise of any international travel.
- Shield sneezes and coughs with a tissue or shirt sleeve — not hands, which can spread the virus.
- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- Use your knuckle or elbow to press elevator buttons and keypads.
- Avoid handshakes or use hand sanitizer after shaking hands.
- Frequently sanitize surfaces at work, home, and in vehicles – especially phones and tablets.

Park Square’s Andy Boss Stage has 200 seats and the Proscenium Stage has 350. For the foreseeable future, we make sure all performances are kept under the current recommended maximum gathering of 250 people and all seating will be made general admission to maximize social distancing.

Will any shows be cancelled?

The final performances of *Face to Face: Hmong Women’s Experiences* though March 15 will take place as scheduled. These performances have very small audiences and all seating has been made general
admission to maximize social distancing. Please stay home if you are sick or in a high risk group. Refunds, exchanges and credits will be issued through the ticket office.

The March 30 Spring Mischief Gala will be rescheduled and patrons with tickets will be notified directly.

At this time, Marie & Rosetta (scheduled to open April 15) will perform as scheduled. In the event of performance cancellation all ticket holders will be notified by phone and email. Updates will also be posted on our website and social media channels.

Any program changes will be communicated via Park Square’s website, email, and our social media channels, including Facebook, Instagram, and Twitter. Exchanges, credits and refunds will occur if a performance is cancelled by Park Square.

Can I get a refund if I am ill?

We encourage all guests who are feeling ill to refrain from attending performances. Park Square is happy to help patrons who are feeling ill to exchange their tickets into another night of the same performance.

Can I get a refund if I don’t want to attend for fear of contracting COVID-19?

If you wish to refrain from attending public events during this time, a credit may be issued for the value of the tickets, less the service fees incurred at the time of sale. Please note that credits can only be issued to the original purchaser of the tickets.

How do you know that the artists have not been exposed?

Park Square supplies each artist space with hand sanitizer and had implemented safe health protocols in its rehearsal halls, dressing rooms and backstage. Park Square maintains regular communications with all our company members. In the event that there is any concern regarding the health status of our performers or crew, Park Square will communicate a clear plan of action via the channels listed above.

If you have any questions, please do not hesitate to contact our Ticket Office at 651.291.7005.