



## **FAQs Surrounding Cancellation of Formal Season Schedule**

**Q: What were the factors that influenced The Phoenix Symphony's decision to cancel the published 2020/21 Season?**

A: After careful review and discussion, The Phoenix Symphony announced that all previously scheduled concerts in the 2020/21 Season have been cancelled due to the COVID-19 global pandemic. This cancellation represents the safest and most prudent plan to ensure the wellbeing of the entire community and preserve its 74-year history by focusing on our 75<sup>th</sup> Anniversary in the fall of 2021.

**Q: How will the season cancellation affect musicians?**

A: The Phoenix Symphony is committed, alongside our extraordinary musicians, to creatively explore ways we can remain connected to our community.

**Q: How do I donate my 2020/21 subscription or tickets back to the Symphony?**

A: We are deeply grateful for those who donate their tickets back. The easiest way is to complete the online form is to click [here](#). You will receive an acknowledgement for your charitable contribution. If you would like to speak with someone directly, please contact our Patron Services team at 602-495-1999, Monday - Friday, from 9am to 5pm or email [info@phoenixsymphony.org](mailto:info@phoenixsymphony.org) and they will be happy to assist you.

**Q: I have on account credit or vouchers. Will the value of that credit or voucher(s) be available and applicable to the 2021/22 Season?**

A: The most impactful thing you can do right now is to donate the value of your credit(s) or voucher(s) back to the Symphony. If you have questions about your available options, please contact our Patron Services team at 602-495-1999, Monday-Friday, from 9am to 5pm, or email us at [info@phoenixsymphony.org](mailto:info@phoenixsymphony.org).

**Q: If I donate my unused tickets will the value of pre-paid parking and/or fees be considered as donations as well?**

A: Yes. We greatly appreciate patrons who are able to donate back the full value of their account balances to the Symphony. Charitable support for the Symphony is essential and we'll be sure to include these amounts in our acknowledgment letter to you.

**Q: How will the Symphony navigate the 2020/21 Season without performances and ticket sales?**

A: This is where you can really help in donating back the value of your unused tickets. Your generous contribution will be the primary way that we can weather the coming months.

**Q: When does The Phoenix Symphony anticipate resuming performances or returning to Symphony Hall?**

A: Presenting captivating musical performances remains at the core of who we are, and we remain committed to bring live performances to our audiences as soon as we are able. We are so looking forward to our 75<sup>th</sup> Anniversary in the fall of 2021.

**Q: Are the Symphony's education or health and wellness programs affected as well?**

A: The Phoenix Symphony has a distinguished history of engaging students through an extensive education program as well as enriching our community through health and wellness initiatives. This is a complex time for all, including our partners at schools, care centers, homeless shelters and hospitals. Currently, due to COVID, our outreach initiatives are paused and the Symphony will continue to creatively explore ways to remain connected to and support the community.

**Q: Is the Symphony planning to perform outside or at alternate venues in 2020/21?**

A: At this time we have no scheduled performances at outside or alternate venues in the near future.

**Q: Who do I call with questions? Is the Box Office still open?**

A: The Phoenix Symphony welcomes hearing from you, and our Patron Services representatives are more than happy to answer questions. We invite you to call us at 602-495-1999, Monday - Friday, from 9am to 5pm, or email us at [info@phoenixsymphony.org](mailto:info@phoenixsymphony.org).

**Q: When will the 75<sup>th</sup> Anniversary Season be announced?**

A: We look forward to reuniting our musicians with our audiences on-stage to celebrate our 75<sup>th</sup> Anniversary in the fall of 2021. We will announce season details in early 2021.

**Q: Will any performances from the 2020/21 Season be moved to the 75th Season?**

A: The Phoenix Symphony is considering the performances that our patrons found most appealing in the 2020/21 Season. We look forward to sharing the exciting lineup.

**Q: Will the Symphony still host the NYE Gala and Savor the Symphony?**

A: As part of the previously announced season the **NYE Gala and Savor the Symphony** events have been cancelled.

**Q: Will Harry Potter performances be further postponed until 2021/22 Season?**

A: The Phoenix Symphony is working through the 2021/22 schedule and will share an update with current ticket holders when we are able.

**Q: Will I retain my current seats when I rollover my subscription?**

A: Yes, you will retain your current seats and seating priority because we value you as a dedicated patron of the Symphony.

**Q: I have prepaid for parking. Will this also be rolled over?**

A: Yes, we will roll over prepaid parking for future seasons.