

# ATLANTA MASTER CHORALE

WHERE MUSIC TOUCHES SPIRIT

## Atlanta Master Chorale Concerts Ticketing Frequently Asked Questions

What is the latest information regarding COVID health protocols at the Schwartz Center for Performing Arts?

Beginning Friday, October 15, proof of vaccination or a negative COVID-19 test result will be required for all patrons attending events indoors at the Schwartz Center for Performing Arts.

All Emory University affiliates must show Emory Card ID at point of entry. All general public patrons must show proof of being fully vaccinated (14 days post final dose in series) or a negative COVID-19 test, as well as a matching photo ID.

Proof of vaccination may include:

- Original or printed/digital copy of official immunization record (either CDC vaccination card or record from outside U.S.)
- Emory University currently accepts any FDA approved or authorized COVID-19 vaccine (to include EUA status) or vaccine authorized for emergency use by the World Health Organization (WHO)

Proof of negative COVID-19 test may include:

- Printed or digital copy of negative COVID-19 test within 72 hours of event

Given the ever-evolving guidance from public health officials, please make sure that Schwartz Center for Performing Arts has your current email address and phone number.

What other types of health and safety regulations will be in place when we return to Emerson Concert Hall?

The Schwartz Center follows the [Emory Visitor Policy](#) with additional guidance from the Emory Health and Safety Office (EHSO). Protocols in place at the Schwartz Center for Performing Arts include the following:

- Patrons who are not feeling well should stay home. Performances will also be livestreamed and the box office can assist you with accessing the performance from the comfort of home.
- Contact tracing will be activated if necessary, using information collected during the ticketing process.

- Face masks covering the nose and mouth are required at all times in the Schwartz Center. If you are not wearing a mask upon arrival, one will be provided for you.
- Hand sanitizing stations are located conveniently around the building.
- Distancing and limited physical contact precautions will be in place. The Schwartz Center venues typically open for seating 30 minutes before the performance time. To reduce crowding, the appropriate entrance doors to the venue will be indicated on your tickets.
- Emerson Concert Hall capacity is currently reduced to 450. As COVID-19 conditions evolve, the Schwartz Center will continue to update and monitor this capacity.
- Schwartz Center HVAC systems are using UV light air cleaning with at least four fresh air exchanges per hour.

While protocols may change throughout the season, audience members will be asked to do their part to create a safe environment for everyone. The Schwartz Center will continue to monitor and update our policies to match EHSO guidance, the [Emory Visitor Policy](#) and the Schwartz Center Health Protocols ([schwartz.emory.edu/FAQ](http://schwartz.emory.edu/FAQ)) at the time of each event.

### **What subscription options are available for the 2021-22 Season?**

Atlanta Master Chorale concerts will offer two options for subscriptions:

- The full season of five concerts for \$124 per individual subscriber. October 16 is the last day to purchase a full subscription.
- A “Build Your Own” subscription that allows you to choose three concerts for \$75 per individual subscriber.

### **How will my subscription seats be affected by social distancing requirements? Will I be able to purchase my usual subscriber seats?**

As a valued Atlanta Master Chorale subscriber, you will be seated as close to your desired location as possible while adhering to the Schwartz Center’s current seating protocols. If your seat is not available due to social distancing requirements, we will ensure you are as close to your original seat as possible while maintaining a safe distance from others.

### **I have credits on my account. How will I be able to use them?**

You will be able to use any credits in your account for the new season. Should you wish to use these credits, please call the box office at 404-727-5050 (Monday-Friday, noon to 6 PM) and a Box Office associate will assist with processing your ticket transaction.

## What if I am not able to see an Atlanta Master Chorale performance in person?

Some patrons may not feel comfortable attending in person yet, and we are committed to bringing live performances to you wherever you are. When you purchase a ticket for the 2021–2022 Atlanta Master Chorale Concert season, you will also have access to the selected concert virtually. You will be able to log into your box office account at the time of the performance to watch the livestream and also access the performance for seven days following the live performance. Livestream only tickets are also available at a discounted rate.

- Livestream concerts will be presented as a streaming event during Atlanta Master Chorale's Saturday night performances, beginning at 8 pm (ET).
  - The recorded concert will also be available to view online for seven days after the live event broadcast.
- Patrons access the performance through their box office account at [tickets.arts.emory.edu/account/login](https://tickets.arts.emory.edu/account/login). Once you are logged-in, click "access your events" and choose "Livestream | Digital Content".
  - The Schwartz Center Box Office put together this video with instructions on how to access a livestream through your patron account: <https://vimeo.com/607087304>
  - If you have questions about accessing your account, contact the Schwartz Center Box Office at 404.727.5050 or [boxoffice@emory.edu](mailto:boxoffice@emory.edu). The Box Office is open Monday-Friday from 12-6 pm and one hour prior to live concerts.
- There will be a link available to view the digital concert program.

## How do I receive my tickets?

You may choose print-at-home delivery or have tickets mailed. Print-at-home delivery is highly encouraged for the 2021–2022 season.

Due to the potential for crowding at the box office windows, "hold at will call" may not be available for some tickets. Please call the box office at 404-727-5050 regarding extenuating circumstances.