

What to Expect

Where will the performance take place

On The Lawn at Arts Herndon, 750 Center Street

Where do I park. Is accessible parking available ?

All parking the Performance events is in the Parking Lot behind Arts. Herndon. . Accessible parking spaces are also available in the Parking Lot, and at the designated parking at the side of Arts Herndon

How are you ensuring the safety of audience members

- Physical Distancing: Please maintain at least six feet of distance between you and other guests throughout your visit.
- Six feet of physical distance must be maintained between all performers, participants, and patrons who are not members of the same household.
- Face Coverings: All staff members and audience members are required to wear a face covering while at the Performance, all actors will be wearing specially designed masks.
- Staggered Dismissal: After the performance, dismissal announcements will be made from the stage based on your seating circle color. This will allow for physical distancing as you exit the venue.
- Hand Sanitizing Stations: Hand sanitizer will be available throughout the outdoor venue and near the restrooms.
- COVID Health Check: Before coming to the Performance all visitors (staff, artists, audience members) should read the Health Statement. All staff, performers and crew will be checked.
- **Stay home if you are sick: Please do not attend a performance if you are sick, displaying any symptoms of COVID-19, or have recently been exposed to someone with COVID-19. We will happily refund your ticket purchase if you are not able to attend.**

Where will I sit ? Is there reserved seating?

Seating is first-come, first-served. Patrons will be able to choose their socially distanced seating area upon arrival. Each seating area will be spaced six (6) feet from other groups. The area for each seating group allows up to four people to sit together. Look for an empty spot marked with a spray-painted circle.

Should I bring my own chair or blanket

Yes. Chairs and blankets are not provided by the venue. If your chair block sightlines for other patrons you may be asked to remove it.

How many people will be attending this event ?

The maximum number of attendees for the Performance is 100.

Will Concessions be available, or can I bring my own food

No food is permitted at Performances. This allows audience members to wear face coverings as much as possible. Water bottles are welcome.

Will there be an Intermission

We are striving to keep these events less than 90 minutes long so there will not be an Intermission

Where are the Restrooms ?

The restrooms in Arts Herndon will be open during performances at The Lawn at Arts Herndon. There are 2 restrooms available and they will be limited to one person at a time. Staff will be on hand to control entry to the restrooms to ensure social distancing.

Will there be printed programs ?

In order to reduce contact between staff and our audience, all programs will be provided digitally. Advance ticket buyers will receive the program via email and it will also be available with the event information on our website.

Ticket Information**How do I purchase tickets ?**

Tickets are available online at www.darkhorseva.com

Can I buy a ticket at the Ticket desk before the Performance?

If tickets are still available for sale, you may purchase your ticket at the Outdoor Ticket Kiosk beginning one hour prior to the start of the event.

What if it rains ? Will the event be rescheduled or can I get a refund ?

If the event is rescheduled due to inclement weather or other unforeseen circumstances, tickets will be automatically rolled over to the new date and time. If you are unable to attend the rescheduled event or if the event is canceled, you have the following options:

- Receive an exchange certificate that is valid for other events in the *Dark Horse Theatre*, or *Calamity Improv Series*.

- Donate the cost of their tickets back to the Arts Herndon Performing Arts Center as an in-kind contribution and receive an acknowledgement letter for tax purposes from the Arts Herndon, Inc.
- Receive a refund. Purchases made with a credit card will be refunded to the same card. Purchases made with cash, check, or a credit card that is now expired or invalid will be refunded in the form of a check.

What if I'm sick and not able to attend the Performance

If you are sick, experiencing symptoms consistent with COVID-19, or have recently been exposed to someone positive for COVID-19, please do not attend the performance. Please use our expanded ticket flexibility options to receive an exchange certificate, a refund, or donate your ticket back to Arts Herndon Performing Arts Center.