



ARTS AT QUEENS

Arts at Queens Outdoors Frequently Asked Questions

Enjoy these performances in your own seating area, physically distanced from other audience members.

What to Expect

Where will outdoor performances take place?

For Arts at Queens Outdoors performances, the artists' stage will be set up on the bricked rotunda behind Queens Hall and the audience will be seated on the grass facing Queens Hall and Hall Brown Terrace (13 and 14, respectively, on the [campus map](#)).

Where do I park? Is accessible parking available?

Parking for Arts at Queens Outdoors events is in the North Parking Deck via Wellesley Avenue behind the Levine Center. You will be directed to the parking area when you arrive for the event. Accessible and handicap parking spaces are also available in Evans Clock Tower Circle – please contact Claire Kern at thearts@queens.edu or 704-337-2559 for a reserved space.

How are you ensuring the safety of audience members?

- Physical Distancing: Please maintain at least 6 feet of distance between you and other guests throughout your visit.
- Face Coverings: All staff members and audience members are required to wear a face covering while on the campus of Queens University.
- Staggered Dismissal: After the performance, dismissal announcements will be made from the stage based on your seating circle. 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 campus, all visitors (staff, artists, audience members) should complete the [Novant Health Pre-Entry Screening](#). Upon completion, you will receive a green, yellow, or red status. Please stay home if you do not receive a green status.

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.



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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 at least 8 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 blocks sightlines for other patrons you may be asked to move it.

How many people will be attending this event?

The maximum number of attendees for outdoor events at Arts at Queens Outdoors is 200, or in compliance with North Carolina state restrictions for outdoor gatherings.

Will concessions be available? Can I bring my own food and drink?

No food or drink will be sold at Arts at Queens Outdoors. Audience members may bring picnic supplies and are encouraged to wear face coverings as much as possible. Face coverings must be worn when not in your group's specific circle.

Will there be an intermission?

We are striving to keep these events less than 75 minutes long so there will not be an intermission.

Where are the restrooms?

The restrooms in Queens Hall will be open during performances at Arts at Queens Outdoors. Staff will be on hand to control entry to the restrooms to ensure social distancing.

How early can I arrive at the performance site?

Patrons are welcome to arrive up to one hour before the scheduled performance.

Will there be printed playbills or programs?

In order to reduce contact between staff and patrons, all programs will be provided digitally.

Ticket Information

How do I purchase or reserve tickets?

Arts at Queens Outdoors tickets are available for free to current Arts at Queens members and for \$20 each to our community. Attendance for children under 12 is free. A link to reserve or purchase tickets is available at <http://arts.queens.edu>.

- If you need assistance, please call Claire Kern at 704-337-2559 between 10 a.m. and 5 p.m., Monday through Friday, or email thearts@queens.edu.



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How do I purchase Accessible Tickets?

Accessible tickets are available for these events. We will reserve a number of accessible seats on the flattest part of the grassy seating area. Please reach out to Cecily Bednarek at bednarekc@queens.edu or 704-337-2408 for assistance.

What is general admission seating?

Events at Arts at Queens Outdoors will be general admission seating which allows you to choose your seating circle when you arrive on a first-come, first-served basis. (See "Where will I sit?" above for details.)

How many tickets can I purchase together?

You may reserve/purchase up to 4 tickets and be seated together during the performance. Parties of 5 or more will be seated in separate areas.

Can I print my own ticket or present my ticket on my phone?

Yes, when you purchase your tickets, you will receive a confirmation email. Please print this email to present upon your arrival to the venue, or plan to pull up the confirmation email on your phone for a staff member to view.

Can I buy a ticket at the event?

If tickets are still available for sale, you may purchase your ticket at the Special Circumstances Desk on Queens Hall Lawn 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:

- Donate the cost of your tickets back to Arts at Queens and receive an acknowledgement letter for tax purposes from Queens University of Charlotte.
- 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 am sick and unable 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 contact thearts@queens.edu to receive a refund or donate your ticket back to Arts at Queens.