

Patron Attendance Guide

As of May 1, 2022 Performance Facilities spaces will be operating at 100% capacity. Please note that the vaccine mandate is currently paused at York University however, the following protocols and mandates are still in place to keep our community, staff and students safe:



FACE COVERINGS

All patrons are required to wear a mask and/or face covering that covers their mouth, nose and chin completely at all times while within the venue perimeter. This includes in line at the ticket box office/booth and in, elevators, stairwells, and while seated in the performance spaces. Masks may be temporarily removed to eat, drink or take medication or as may be necessary for the purposes of health and safety. Where relevant, physical distancing should be maintained during such activities.



PHYSICAL DISTANCING

We ask that patrons please create and allow space where and when appropriate, while in the venue.



TICKETING

We highly recommend patrons to purchase tickets, including complimentary tickets, online and in advance, to discourage line ups at box office. Tickets can be printed at home or downloaded onto a phone to be scanned at the door.

All online ticket sales and phone orders can be done via credit card only. In person ticket purchases can be done by credit card, debit or cash.

Should you not feel well on the day of the event, Performance Facilities will issue a refund for that performance. Exchanges will not be issued.

Box office will allow in person pick up of pre-ordered tickets .

Box office will allow in person purchases of tickets on day of event. **However, this method of purchasing tickets will take additional time and patrons should allow for this when purchasing tickets in this manner and arrive early.**



FOOD AND DRINK

At this time, Performance Facilities will not be operating any concessions.

POST-SHOW

Family and friends of performers are encouraged to make arrangements to meet outside of the venue post-show.