

San Bernardino Symphony Association Health and Safety
FREQUENTLY ASKED QUESTIONS
Committed to the Safety of our Audiences

WHY IS THE SAN BERNARDINO SYMPHONY REQUIRING VACCINATIONS, TEMPERATURE CHECKS, AND MASKS?

With the severity of the COVID-19 health crisis and the surge in breakthrough variant cases, additional health and safety protocols are important to keep everyone safe. The arts have experienced the longest shutdown in history and, in order to offer live music again, this is the only viable way to assure public safety. Vaccinations and masks are the most effective tools that we have for ensuring the safety of all who frequent, work, and perform for the Symphony. Touchless temperature checks add an additional layer of protection for all our valued patrons.

DO I NEED TO BE FULLY VACCINATED TO ATTEND A SAN BERNARDINO SYMPHONY PERFORMANCE?

Yes! All ticketholders are required to provide proof of full vaccination against COVID-19 to attend all indoor performances and events. “Fully vaccinated” means your attendance is at least 14 days after your final vaccine dose. To enter, please bring a photo identification AND proof of vaccination, either your physical vaccination card, a picture of your vaccination card, or a digital vaccination record. Those under the age of 12, or anyone without proof of full vaccination may not enter the concert venue. As soon as children under the age of 12 are eligible to receive a vaccine, we look forward to welcoming them back for concerts.

WHAT DOES FULLY VACCINATED MEAN?

Fully vaccinated means you have received a COVID-19 vaccine authorized by the World Health Organization and/or the Food and Drug Administration (Pfizer, Moderna, or Johnson & Johnson/Janssen) with the last dose of that vaccine administered at least 14 days before the date of your visit.

WHAT IF I CANNOT PROVIDE PROOF OF COVID-19 VACCINATION?

Without proof of vaccination, you will be unable to enter the venue for a Symphony concert.

IF EVERYONE IS VACCINATED, WHY ARE TEMPERATURE CHECKS REQUIRED?

Anyone – vaccinated or not – can contract COVID-19 and infect others. A touchless temperature check will help ensure those with symptoms do not inadvertently infect their fellow patrons, especially those who may not have the physical wherewithal to recover from COVID-19.

DO I NEED TO WEAR A MASK?

Masks are mandatory at all times for all persons inside the concert venue, and they must be worn for the duration of the performance. If you forget to bring a mask, one will be provided for you.

WHAT TYPES OF MASKS ARE ACCEPTED

Cloth, surgical, or (K)N95 masks are acceptable. Gaiters, bandanas, or masks with an exhalation vent will not be allowed. For additional information, please see the CDC's Guide to Masks for recommended face coverings at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>.

WILL THERE BE SOCIALLY DISTANCED SEATING AND/OR CAPACITY LIMITS?

Not at this time. We are currently selling tickets to full occupancy for all performances. As such, physically distanced seating will not be possible and patrons should expect to have guests seated directly next to, in front of, and behind their selected seats.

HOW FAR IN ADVANCE OF THE PERFORMANCE START TIME SHOULD I ARRIVE?

To ensure timely entry, please plan to arrive early for your performance. Doors will open at 6 p.m. and we plan to have some pre-performance entertainment on the stage in the concert hall.

WILL THERE BE FOOD AND BEVERAGE OFFERED AT OF FOLLOWING THE PERFORMANCES?

No. The California Theatre's Will Rogers Room will be closed and there will be no Afterglow Receptions until further notice.

WHAT SHOULD I DO IF I FEEL SICK THE DAY OF THE PERFORMANCE?

If you or someone in your group doesn't feel well, has exhibited symptoms of COVID-19 in the previous 14 days, or has been in contact with someone with COVID-19 in the previous 14 days, please stay home. Contact the Box Office at (909) 381-5388 for information about your ticket exchange options.

IS IT JUST THE AUDIENCE WHO MUST BE VACCINATED?

No. All musicians, featured artists, stage crew, staff, and house staff and volunteers are also required to be fully vaccinated.

I'D LIKE TO BRING MY 11 AND UNDER CHILDREN WHO CANNOT GET VACCINATED. WILL A NEGATIVE TEST BE SUFFICIENT FOR ENTRY?

No. Only individuals who show valid proof of vaccination and a corresponding photo ID will be allowed to enter the concert venues.

I HAVE A PHYSICIAN'S STATEMENT REGARDING MY INABILITY TO RECEIVE THE COVID-19 VACCINE. MAY I STILL ATTEND CONCERTS?

No. Only individuals who show valid proof of vaccination and a corresponding photo ID will be allowed to enter the concert venues.

I HAVE A DEEPLY HELD RELIGIOUS BELIEF REGARDING VACCINATIONS. MAY I STILL ATTEND CONCERTS?

No. Only individuals who show valid proof of vaccination and a corresponding photo ID will be allowed to enter the concert venues.

I AM NOT VACCINATED, BUT CAN BRING A RECENT NEGATIVE COVID-19 TEST. MAY I ATTEND THE CONCERTS?

No. Only individuals who show valid proof of vaccination and a corresponding photo ID will be allowed to enter the concert venues.

HOW DID YOU COMMUNICATE THESE GUIDELINES TO TICKET BUYERS?

Several months ago, all season ticket holders as well as individuals who had previously purchased single tickets were contacted regarding the COVID-19 safety guidelines. Following, we have informed all ticket buyers at the time of purchase, either verbally by phone or, for online purchasers, through a required “I Accept” box at time of purchase. During this time, several additional emails have been sent regarding the health and safety policy, and the policy was restated in all press releases published region-wide. Finally, the vaccination requirements are printed on all tickets sold after the institution of the policy.

WHAT IF I REFUSE TO SUPPLY PROOF OF VACCINE?

Patrons who do not provide proof of vaccination will not be permitted entry into the concert venue. Ticketholders who cannot provide proof of vaccination will have a full range of options available, including:

- Holding the value of your tickets on account to apply to future subscriptions and ticket purchases;
- Donating all or part of the value of your tickets as a tax-deductible contribution; and
- Requesting a full refund.

CONTACT US

If you have any questions about our health and safety guidelines, or would like to discuss your range of ticketing options, please contact our Box Office at (909) 381-5388 Monday through Friday, 10 a.m. to 2 p.m.