

## The Belfry 2020 Season Remains as Planned

Dear Patron:

We would like to update you about our 2020 Summer Season based upon our current knowledge of the challenges associated with COVID-19. The gathering for live events is in a dynamic and extremely fluid state as more information is being revealed and disseminated each day.

**Any decisions to alter our 2020 Season is a future decision.** As of today, we are moving forward with our Summer 2020 schedule as planned. We look forward to welcoming you as the season begins.

As our tickets sales commence later this week - our current ticketing policy remains in place:

As you may be aware of - The Belfry Music Theatre has an industry leading, innovative and straight-forward **Buy with Confidence** ticketing program.

We will exchange any ticket purchased for any event to another event if you can't attend for any reason...**NO QUESTIONS ASKED.**

**For the 2020 Season** – Due to the current uncertainties at this time - we are expanding this to include Full Monetary Refunds of any 2020 Ticket Purchases (Including **ALL** Service Fees) to be issued **IMMEDIATELY** upon your request.

Tickets can be purchased online at [www.belfrymusictheatre.com](http://www.belfrymusictheatre.com) or by phone at 262-394-6460.

We have expanded our ticketing staff to minimize any delays for tickets orders by phone and reduce the need to purchase at our box office during the next sixty days.

We can either e-mail your tickets to you or confirm your purchase by e-mail or mail. Your tickets can be held at Will Call to be picked up on the day of the performance if you so desire.

We ask that if any time during the season - you are ill or not feeling well please be wise and not bring any illness into The Belfry Music Theatre - please utilize our ticketing exchange program. It is through our collective efforts that we all can reduce the risk to each other.

### Our Commitments to You

Our guiding principal continues to be “Exceeding Your Entertainment Expectations”. We will continue to always put our patrons’ interests first. We are committed to serve you and our community during this unprecedented situation.

Over the next sixty days, we will continue to monitor daily the COVID-19 virus as it evolves. We will base our decisions on scientific information from health care industry officials and experts.

We promise to be vigilant, discerning and proactive in our decisions. We will implement all properly warranted actions. We will continue to utilize our already established high-cleanliness procedures to ensure the health and safety of our patrons, volunteers and staff.

We are appreciative of the ability to quickly communicate with our patrons utilizing email and social media and will use both to keep you promptly informed if any changes occur.

As life returns to normal and you make your entertainment decisions for 2020, we would like to thank you for your continued support and the trust you place in The Belfry Music Theatre.

*The Belfry Music Theatre*

