

FREQUENTLY ASKED QUESTIONS

Committed to the safety of our audiences

DO I NEED TO BE FULLY VACCINATED TO ATTEND A LONG BEACH SYMPHONY PERFORMANCE AT THE LONG BEACH TERRACE THEATER AND/OR THE LONG BEACH ARENA?

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 visit is at least 14 days after your final vaccine dose. To enter the theaters, 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 12 or anyone without proof of full vaccination may not enter either venue. As soon as children under the age of 12 are eligible to receive a vaccination, we look forward to welcoming them back into the theater.

WHY IS THE LONG BEACH SYMPHONY REQUIRING VACCINATIONS AND MASKS

With the severity of the COVID-19 health crisis and surge in breakthrough variant cases, we have determined that 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 or perform in our venues.

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 with the last dose of that vaccine administered at least 14 days before the date of your visit.

WHAT IF I CAN'T PROVIDE PROOF OF COVID-19 VACCINATION?

You will be unable to enter either the Long Beach Terrace Theater or the Long Beach Arena.

DO I NEED TO WEAR A MASK?

Masks are mandatory at all times for all persons inside the Long Beach Terrace Theater and its lobbies and must be worn for the duration of the performance.

Masks are also mandatory for all persons inside the Long Beach Arena unless actively eating or drinking at a ticketed table or seating location. Masks will be provided and available at the security checks.

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.

I'M BRINGING MY 11 AND UNDER CHILDREN WHO CAN'T GET VACCINATED. WILL A NEGATIVE TEST BE SUFFICIENT FOR ENTRY?

No. Only individuals who show proof of vaccination plus a photo ID will be allowed to enter the venues.

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

We are currently selling tickets to full occupancy for all performances. As such, physically distanced seating will not be possible within the Long Beach Terrace Theater and patrons should expect to have guests seated directly next to, in front of, and behind their selected seats. Inside the Long Beach Arena, floor tables have been spaced apart. For those seated in the Arena's Loge levels, physically distanced seating will be available.

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 open at both venues at 6:30 p.m.

WHAT MEASURES ARE BEING TAKEN IN YOUR VENUES IN RESPONSE TO COVID-19?

We've implemented many new safety measures at the Long Beach Terrace Theater and the Long Beach Arena including updating the air handling systems, enhanced cleaning protocols, touchless ticketing, and hand sanitizers throughout both venues.

WILL THERE BE FOOD AND BEVERAGE OFFERED AT THE PERFORMANCE?

Beverage service at the Long Beach Terrace Theater will be available for purchase only on the Plaza. No food or beverage may be brought into the Terrace Theater or its lobbies. Food and beverage at the Long Beach Arena will be limited. Patrons may bring picnics into the Arena.

WHAT SHOULD I DO IF I FEEL SICK ON 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 our Box Office at 562.436.3203, ext. 1 for information about your ticket exchange options.

WHAT IF I REFUSE TO SUPPLY PROOF OF VACCINE?

Patrons who do not provide proof of vaccination will not be permitted entry into either the Long Beach Terrace Theater or the Long Beach Arena. 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
- 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 562.436.3203, extension 1, Monday through Friday, 10 a.m. to 5 p.m.