



Von Braun Center's statement regarding COVID-19

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Huntsville, Ala. – The Von Braun Center is aware the COVID-19 outbreak is evolving rapidly, and have been following recommended protocol from the Centers for Disease Control and Prevention, the Alabama State Health Department, the International Association of Venue Managers, ServSafe, and local city entities. Precautionary measures to maintain and monitor building cleanliness for guests and employees through increased cleaning and sanitizing procedures have been implemented, and we currently remain open and fully operational.

We are working closely with meeting planners, artists, tour managers, and promoters. Event cancellations are at the discretion of those event organizers. If organizers decide to cancel or reschedule an upcoming event, we will work with them in making sure their guests are made aware.

What Ticket Buyers Should Know:

- Tickets for original performances will be honored on the new scheduled date. We encourage patrons to hold on to their tickets for rescheduled events.
- Those not able to attend the new show dates are eligible for refunds at their point of purchase.
- **For refunds**, as long as the tickets were purchased through Ticketmaster or the VBC, guests may return to their point of purchase (VBC Box Office or call Ticketmaster Customer Support at 800-745-3000 for tickets purchased via Ticketmaster).
- We are unable to refund tickets purchased through other vendors outside of the VBC or Ticketmaster.
- We are also unable to refund tickets for shows that have already passed, so if a guest has concerns we recommend they visit their point of sale prior to the day of the show in order to receive their refund rather than missing the show and trying to get a refund for their unused ticket at a later date.
- **For cancelled events**,
 - For tickets purchased through Ticketmaster.com, refunds will automatically be issued. **No action required.**
 - For tickets purchased through the VBC Box Office, buyers should return to the VBC to receive a full refund.

The health and safety of our clients, guests, visitors and employees continues to be a top priority. We appreciate your understanding and your patience during this unusual time. Our virus and infection control protocol are outlined below.

Situational Awareness

The VBC actively follows Centers for Disease Control (CDC) for Business and Employers recommendations, in addition to the recommendations from the Alabama State Health Department, the International Association of Venue Managers, ServSafe, and local city entities.

Messaging to the Public

The VBC recommends guests stay informed on COVID-19. Resources include:

- Centers for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- City of Huntsville: <https://www.huntsvilleal.gov/huntsville-community-prepared-for-potential-coronavirus-outbreak/>
- Alabama Public Health: <https://www.alabamapublichealth.gov/infectiousdiseases/2019-coronavirus.html>
- ServSafe: https://www.servsafe.com/ServSafe/media/ServSafe/Documents/Coronavirus_COVID-19_Info_TipsforRestaurants.pdf

Recommendations for the general public to help prevent the spread of respiratory diseases like COVID-19 are as follows:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Mitigation at VBC

For guests and visitors:

The VBC encourages good personal hygiene habits by providing hand sanitizing areas throughout the venue. These are in high-traffic areas and are re-supplied overnight and throughout the day, if needed. In areas not serviced by sanitizer stands, sanitizer containers are being used.

The VBC's routine cleaning protocol has been increased, in addition to frequent disinfecting procedures across the venue throughout the day. These procedures include: Frequently sanitizing door handles, elevator buttons, Point of Sale Systems, counter tops and kiosks. Additionally, signage to help remind guests of everyday precautions (including handwashing) are placed around the facility.

For our employees:

VBC staff receives ongoing training and updates about public health concerns and adheres to thorough cleaning protocol in high-touch areas. The VBC has also posted signage to remind staff of everyday precautions. In addition to increased sanitizing protocol for public areas, internal areas are also being frequently sanitized (including office supplies). The VBC personnel who come in contact with guests wear sanitized gloves in areas such as security, guest services, etc.

All individuals planning to visit the VBC (including patrons and personnel) are encouraged to stay home if feeling sick. We also recommend individuals not engage in activities that involve physical contact – such as shaking hands – out of an abundance of caution and to respect individuals’ personal preferences and concerns.

Onsite Response

Should someone with symptoms of a virus be identified or self-report upon entering the facility, VBC suggests immediately visiting the Huntsville Hospital Emergency Room, located a few short blocks away.

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