



Von Braun Center's statement regarding COVID-19

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Huntsville, Ala. – The Von Braun Center (VBC) 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, as well as social distancing protocols.

We are working closely with meeting planners, artists, tour managers, and promoters. Event cancellations and postponements 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. Additional information regarding event changes can be found at our website vonbrauncenter.com. All remaining March and April events have been rescheduled or cancelled, with many events in May announcing the same. It's always our goal to provide the best customer service we can and we appreciate everyone's patience and understanding as we navigate this situation together.

Currently, our Administration offices remain open Monday through Friday from 8:00 a.m. to 5:00 p.m. We are happy to announce, in alliance with the guidance of the state to re-open businesses, the VBC Box Office will re-open the exterior windows and resume normal hours Monday - Friday 10am-5pm beginning Friday, May 1st.

What Ticket Buyers Should Know:

- **For postponed events with no new date announced:**
 - We are working diligently with the artist's team to reschedule, and we encourage you to continue following our updates for more information. Please hold on to your original ticket. **No action required.**
- **For rescheduled events:**
 - Tickets for original performances will be honored on the new scheduled date. We encourage patrons to hold on to their tickets for rescheduled events. **No action required.**
- **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, or other outlets other than Ticketmaster, buyers should return to their point of purchase.
 - Refunds for cancelled shows will go to the customer who originally purchased the tickets.
- **For refunds:**

- With the exception of Live Nation and AEG Presents shows, refunds may be requested for rescheduled events up to 14 days prior to event date. Please contact your point of purchase.
- *Broadway Theatre League*: For tickets purchased directly through Broadway Theatre League, visit broadwaytheatreleague.org for ticketing options or call 256-518-6155 after May 4th. BTL's request for refund deadline is June 5th.
- **Live Nation Refund Plan:**
 - Beginning on Friday, May 1st, Ticketmaster and Live Nation will be implementing their new [Ticket Relief \(Refund\) Plan](#). This will apply to tickets purchased online through Ticketmaster or in person at the VBC Box Office. Please refer to the list of impacted events below to see if your show is a Live Nation show. *AEG Presents shows are also following this new plan.

Given the global health crisis and the influx of customer service requests that both our venue and Ticketmaster are receiving, wait times may be longer than usual and we ask for your patience and understanding.

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. This evolving situation is monitored on a day-by-day basis, therefore operational procedures may change with short notice.

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:

- Adhere to the 6-foot Social Distancing recommendation from the CDC.
- 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.
- Wear a face mask when going out in public.

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. Personnel are also instructed to maintain Social Distancing protocol with everyone they come into contact with (guests and other personnel included).

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.

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