

# 2020-2021 Season Update and Frequently Asked Questions

- Updated December 8, 2020 -

With the COVID-19 pandemic causing national and international artists to cancel their tours and with the continued restrictions on public gatherings, we regret to announce the cancellation of UCSB Arts & Lectures' in-person/live events scheduled for February-May 2021.

We are heartbroken. But we are still adapting, still innovating, still looking for new ways to educate, entertain and inspire. We are in the process of reimagining 2021 and we will announce a fresh, creative and exciting virtual lineup in early January – which will be new and different but will include some familiar faces. And, we are also hard at work building what we believe will be a remarkable 2021-2022 season, marked by the excellence and variety you expect from Arts & Lectures, and presented in a manner that honors and respects artists and audiences both.

We realize that many of you may have questions about the 2020-2021 season and live event cancellations. We hope these FAQs will offer some answers. If not, please feel free to connect with our remote ticket office team at <a href="mailto:info@ArtsandLectures.UCSB.edu">info@ArtsandLectures.UCSB.edu</a> or call (805) 893-3535, Monday - Friday, 10 a.m. - 5 p.m.

#### How can I access the latest information on the A&L season?

Our website will always have the most up-to-date information, or you can call our remote ticket office team Monday - Friday, 10 a.m. - 5 p.m. at (805) 893-3535, and they will help find the answer to any questions you may have about upcoming events.

Please make sure we have a good email address and cell phone number on file for you so that we can keep you informed. If needed, you can update your contact information by logging in to the A&L website and clicking "My Account."

#### I see that A&L is now presenting virtual events. How do those work?

Visit our Virtual Event FAQs page for more information.

#### With Arts & Lectures' ticket office opening remotely, what are my options to purchase tickets?

Order online at <a href="www.ArtsAndLectures.UCSB.edu">www.ArtsAndLectures.UCSB.edu</a> or call one of our remote ticket office agents at (805) 893-3535, Monday - Friday, 10 a.m. - 5 p.m. Note: the Campbell Hall box office remains closed to walk-up.

#### Will there be student tickets this season?

We will continue to offer discounted tickets to full-time, enrolled UC Santa Barbara students. In the 2020-2021 season, all UC Santa Barbara student tickets will be \$10 or less (while supplies last; excludes fees). Many events are also free to current UCSB students but do require advance registration.

# I had tickets for a live event in Feb-May 2021. What are my options now that those events are canceled?

Patrons with tickets for live events in Feb-May 2021 may convert their ticket balance to a donation in support of A&L, an event credit for future A&L events (valid until June 1, 2022), or receive a refund to their original form of payment. Complimentary tickets and free event registrations will be returned automatically. Current canceled event ticket holders can <u>respond to this form</u> or call our remote ticket office team Monday - Friday, 10 a.m. - 5 p.m. at (805) 893-3535 to confirm how you'd like us to handle your ticket balance.

# I had tickets for a live event in Feb-May 2021. Will my tickets still be valid if the event becomes virtual or is rescheduled for a future season?

Any Feb-May 2021 live/in-person events that become virtual or are rescheduled may be substantially different, therefore tickets for those events will no longer be valid. Patrons will need to purchase tickets for the new virtual or rescheduled event, if applicable.

# How can I support UCSB Arts & Lectures during this time?

We deeply appreciate the support of our many members. Donations provide us the flexibility to respond to our most pressing financial concerns and seize unique and important opportunities in real time – a critical ability for arts centers in an ever-changing landscape. You can give to Arts & Lectures <u>here</u>.

For event sponsorship opportunities, contact A&L's Senior Director of Development & Special Initiatives, Stacy Cullison, at (805) 893-3755.

# Is UCSB Arts & Lectures going to be OK?

Arts & Lectures has been around for more than 60 years, and thanks to the ongoing generosity of UC Santa Barbara students, supporters and ticket buyers we're optimistic about the future. Our resilient community has weathered wildfires, mudslides and now a pandemic, and you, our patrons, have helped us stay strong through all of this.

We believe in the power of arts and meaningful dialogue to bring communities together. Our mission is to educate, entertain and inspire. A&L will continue to reimagine the program so that it provides unique opportunities to serve our community.

A&L will strive to bring Santa Barbara together in new and interesting ways. People have an inherent need to connect with others, and more than ever, we are challenged to do what we can do to fill that need.

"Arts & Lectures is a stunning example of the great good that generous citizens working together can accomplish with their community."

David McCullough, Pulitzer Prize-winning author

# Thank you!

Thank you to the UCSB administration and UCSB students, for their support of Arts & Lectures.

Note: ticket policies listed in the FAQs above are subject to change without prior notice.