From the outset of the COVID-19 pandemic, UCSB Arts & Lectures has prioritized the health and comfort of our students, patrons, artists, staff members and community.

While we look forward to the time when we are again able to come together to enjoy the power of live performances and lectures, we realize that many of you may have questions about what our 2020-2021 season will look like. We hope these FAQs will offer some answers.

Don’t see your question addressed here? Please feel free to connect with us at (805) 893-3535 or email info@ArtsandLectures.UCSB.edu.

Is the UCSB Arts & Lectures box office open?
While our physical offices are closed to the public at this time, our team is available Mon.-Fri., 10 AM-5 PM if you need assistance. Contact us by email at info@ArtsandLectures.UCSB.edu or by phone at (805) 893-3535.

When will you begin offering performances, lectures and films in the theaters again?
We are working on options to present events in 2020-2021. Guidance from the university and state public health officials will shape when and how we approach presenting live events in local venues.

Will there be ongoing programming in lieu of events in local venues?
We’re actively exploring opportunities to continue serving the community through virtual and outdoor live events until the performance venues are allowed to reopen. Be assured that A&L is up and running, and vigorously looking for unique delivery models for world-class and thought-provoking programming.

What measures will A&L take to protect patrons when events resume?
When we are able to present events in local venues again, we will carefully adhere to guidelines related to physical distancing and sanitation established by the university and local and federal health authorities.

When will the 2020-2021 season be announced? When will tickets go on sale?
We had originally planned to announce our upcoming season in June, but COVID-19 has put a pause on those plans. Please bear with us as we work through how and when we may present in-person events. We hope to announce the 2020-2021 season in late July or early August. We're working closely with artists to bring you virtual opportunities this summer.
**Will there be a season brochure?**
Because of the current situation, the landscape for touring artists and speakers is changing rapidly, with many moving, postponing or canceling tour plans. Due to this unpredictability, we are not printing and mailing a season brochure this year. A digital brochure will be available online.

**How will you approach seating and selling tickets?**
We haven’t determined how we will handle subscriptions and ticket sales, but know that the health and well-being of our students, patrons, artists, staff members and community is our top priority. What we do know is that this year will be different than any other.

**I am a Producers Circle member. Will I be able to reserve my usual seats for this season?**
First, thank you for your support of the program. We really appreciate you and the subscribers who have returned to A&L events year after year. You’re very important to us. While we don’t know what seating will look like yet, we’ll make every effort to get donors and subscribers back into their preferred seats in the future.

**What if I’m uncomfortable attending an event? What will your refund and exchange policies be?**
COVID-19 has introduced many uncertainties into our lives. We want to make buying tickets as easy as possible and provide ticket buyers with the certainty that your investment in Arts & Lectures is one we take seriously. For ticket holders who are unable to attend an event, we plan to be flexible with exchanges for other events and, if needed, refunds in the 2020-2021 season.

**Will I be able to view events via livestream?**
We are actively exploring providing a livestream option for each event so that anyone who is unable to use their ticket because they are unwell or feel uncomfortable attending the performance in person will be able to watch from the comfort of their own home.

**What will your refund policy be for the 2020-2021 season?**
In order to provide maximum flexibility for our patrons in the 2020-2021 season we will provide opportunities for refunds or exchanges where applicable. Or you can donate the value of your tickets.

If an event is canceled or rescheduled, you may exchange your tickets for another event, request a refund or donate the value of your tickets. Tickets are fully refundable until noon the day of the event. Tickets may be exchanged until noon the day of the event with no exchange fee (subject to availability). After that time, tickets may be donated (receipt provided).

**I had tickets to a canceled show that was part of UCSB Arts & Lectures’ 2019-2020 season. What happened to those?**
At this time, all tickets to canceled performances have been refunded, or, if requested, the value was donated back to UCSB Arts & Lectures. If you have questions regarding your refund status, please call us at (805) 893-3535.
I had tickets for a spring 2020 event that was canceled and rescheduled for 2020-2021. Will I get my same seats for the rescheduled event, or early access to tickets?

Tickets for canceled spring 2020 events have all been refunded (or donated at the patron’s request). Given this and limited staff resources, Arts & Lectures is not offering previous ticket holders the same seats or early access to tickets.

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

We deeply appreciate the support of our many members. Unrestricted gifts 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 here.

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. We will continue to educate, entertain and inspire through meaningful events and educational outreach in the digital space for now, and hopefully sooner than later, in-person.

“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