

2020-2021 Season Frequently Asked Questions

– Updated July 27, 2020 –

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.

We want to reassure you that A&L is keeping a close eye on developments locally in Santa Barbara and beyond, including updates from the Centers for Disease Control and Prevention, the Santa Barbara County Public Health Department and UC Santa Barbara, among others. We are following, and will continue to follow, guidelines and recommendations from these and other authorities.

While we are excited to come together again to enjoy 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 our remote ticket office team at info@ArtsandLectures.UCSB.edu or call (805) 893-3535. They're available and answering questions Monday - Friday, 10 a.m. - 5 p.m.

With Arts & Lectures' ticket office opening remotely, what are my options to subscribe to the 2020-2021 season?

- 1. Subscribe online:** On the A&L website, click on "Subscribe & Save" under the "Events" tab for a complete list of series options, or click on "All Events" for a complete 2020-2021 event listing. We recommend ordering online for the fastest results.
- 2. Schedule a virtual appointment** with one of our remote ticket agents. A ticket office staff person will respond to you to set up an appointment within two business days. [Schedule now >>](#)

When will 2020-2021 subscriptions go on sale?

Subscriptions will go on sale Wednesday, July 29 at 10 a.m. See www.ArtsAndLectures.UCSB.edu.

When will I get my tickets?

Patrons can take advantage of paperless and print-at-home ticket options. For those who would like A&L to print traditional paper tickets, we will be mailing tickets on a rolling basis this season as the public health protocols and parameters become more clearly defined.

When do single tickets go on sale?

Single (non-subscription) tickets go on sale Saturday, October 10 at 10 a.m. Subscribers can add single tickets to their order until that time.

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.

Will there be a season brochure?

We are not printing and mailing a 2020-2021 season brochure. A digital brochure will be available online beginning July 29.

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 exactly what seating will look like yet, we'll make every effort to get donors and subscribers back into their preferred seating locations.

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. To this end we have updated our exchange and refund policies for the 2020-2021 season to ensure maximum flexibility and convenience.

If you or someone with whom you plan to attend an event is feeling sick, or if you are uncomfortable attending an event due to the current health situation, we are happy to offer a full refund, no questions asked, up to 5 p.m. on the day of the event or you can exchange your ticket for another event in the 2020-2021 season (some exclusions apply).

What if an event is canceled?

If events are canceled, ticket holders will have three options with their return: receive a refund; make a donation to Arts & Lectures; or receive an event credit on account to use for a forthcoming 2020-2021 event. Event credits must be used by June 2021 or they will become a donation.

Will I be able to view events via livestream?

Events that are scheduled for live in-person attendance might be able to have a livestream option. We will start making those determinations December 1.

What happens if an event cannot be done live?

If an event cannot be presented to a live audience, then we will attempt to present a livestream or "fanless" event. If streaming is not an option, we will postpone and reschedule to a later date. The final option will be to cancel. Our mission is to educate, entertain and inspire, and we'll continue to find new and innovative ways to bring Santa Barbara together and create meaningful connections for our community.

I had tickets to a canceled show that was part of UCSB Arts & Lectures' 2019-2020 season. What happened to those?

All tickets to canceled 2019-2020 events 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.

Will there be student tickets this season?

We will continue to offer full-time enrolled UC Santa Barbara students discounted tickets for all events. All UC Santa Barbara student tickets will be \$10 or less (while supplies last; excludes fees).

Why are you going forward with announcing a season if these events might not be able to happen?

This is a question that every arts presenter all over the world right now is facing. We're announcing the 2020-2021 season because we're hopeful. And we will continue to adjust, and adapt and be creative. We're being thoughtful, and careful, and we're following public health guidelines.

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 [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. 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.