



## **COVID-19 FAQs**

### **1. Are your events still taking place?**

The welfare of our visitors and staff must always come first. We have therefore made the difficult decision, based on UK Government advice relating to Covid-19, to cancel or postpone all events due to take place at The Stoller Hall in the next few months.

We are working round the clock with performers to reschedule as many performances as we can.

Details of all cancelled and postponed events are being published on our [website here](#).

### **2. When do you envisage reopening?**

On Tuesday 23 June the UK Government confirmed the relaxation of the two-metre distancing rule to 'one-metre plus' in England. Although this is a positive step forward for many organisations in the hospitality sector including bars, pubs, restaurants, hotels, museums, galleries, leisure assets who can now reopen, the implications for the live music sector remain uncertain.

There's still lots of work still to be done before music events can take place in front of a live audience and we're working hard with our partners including Music Venue Trust to look at ways in which this can happen for independent music venues like us.

### **3. How can I help support The Stoller Hall?**

The Covid-19 restrictions are devastating to The Stoller Hall, our staff, our performers and our loyal audiences. While we hope to secure government support, the crisis remains an unprecedented financial challenge for the arts.

We are reaching out to ask you to please consider donating the price of your booking (or an amount of your choosing) back to The Stoller Hall, to support our work as a registered charity. We recognise that this time of uncertainty affects everybody differently, but if you are in a position to help us remain a vital part of your community, we would be enormously grateful.

If you'd like to **make a donation** , you can do so **here**.

#### **4. Will my tickets be refunded if the event is cancelled?**

Tickets for all cancelled, postponed or rescheduled events may be transferred to the alternative date, if for any reason this is not possible than a full refund will be given.

All tickets sold via The Stoller Hall are subject to our Terms and Conditions which can be found **here**.

Our cancellation policy means that if we decide to cancel an event, all ticket holders will receive a full refund, including any booking fees, postage charges etc .

If you have booked tickets via an alternative website such as seetickets.com, please contact your ticket provider directly.

#### **5. How do I request a refund?**

If you have purchased tickets for events at The Stoller Hall which are now cancelled, your tickets can be refunded. We are only able to refund the person who purchased the tickets originally. Refunds will be processed as quickly as practically possible, and wherever possible the refund will be made by the same payment method as the original purchase.

Where alternative dates for these events have been arranged we hope customers will consider moving their booking to the new date.

It will take us a few days to contact all ticket holders directly and we are grateful for patience and understanding through these difficult times. If you need to contact us, please email [boxoffice@stollerhall.com](mailto:boxoffice@stollerhall.com)

#### **6. What happens if the performance I have tickets for is rescheduled?**

If a performance is rescheduled we will be in touch with all confirmed ticket holders, who will be offered a transfer to the new date or a full refund.

#### **7. How can I contact you if I have more questions?**

You can contact us by email at [boxoffice@stollerhall.com](mailto:boxoffice@stollerhall.com)

We will endeavor to respond to you as quickly as possible, but please be aware this is a busy time for our small team and we are likely to be dealing with a high volume of enquiries. Email will be easiest for us to deal with quickly.