

Ladies & Gentlemen,

In coordination with the Salem Civic Center, we are very excited to be presenting live music for the RSO *Holiday Pops Spectacular* concert.



As we work through re-opening the orchestra, safety has become a priority for everyone. Although we have a highly vaccinated demographic that attends RSO events, we must all remain aware of Covid -19 in our community and be wise when out in public.

Concert information for your comfort



The concert for October is at 50% capacity. We have approximately 2,300 tickets sold, and the venue will feel festive with this size crowd. If you come to the concert and have a concern about sitting too close to others, please let an usher know. At your request, we will work to reseat you.



Ticket holders that have table/floor seats with food should enter the hall from 6:00 – 6:30 pm. **Arena seat** ticket holders should enter after **6:30 pm** to stagger entry to the venue and keep lobbies and ticket lines less congested and open.

Covid Protocols

We have adopted the Center for Disease Control and VA Department of Health recommendations. The CDC recommends people (regardless of vaccination status) wear masks when indoors. The CDC recommends unvaccinated and immunocompromised people avoid large crowds and wear a mask at all times when in public.



In adopting these guidelines, the RSO requests and recommends that you wear a mask in all common areas when entering/exiting, in lobby areas, bathrooms, and concessions lines. We have received phone calls asking if this is mandated. While wearing a mask is not mandated under the guidelines, we ask that you extend as much courtesy to your fellow concertgoers as possible by following the recommendations.



If you do not feel well and are sick, please consider others and stay at home. Please call the box office and leave a message if you cannot use your tickets due to sickness.

Frequently Asked Questions

- Will there be temperature checks to enter the building? No temperatures will be taken.
- Do I need to show a “Proof of Vaccination” card for entry? No cards are required.
- Can I take the mask off during the concert? Yes, again please be considerate of others.
- Can I receive a refund? Yes. We must receive your request before the doors open at 6:00 pm, December 3.

Finally - as people spread out, lines will appear longer and parking is always busy before and after the show. Please come with a mind toward patience as we all want a great night with a relaxing experience. Thank you and we look forward to a great concert with your Roanoke Symphony Orchestra.