



## **FREQUENTLY ASKED QUESTIONS FOR BECK CENTER FOR THE ARTS DURING THE COVID-19 CRISIS**

Beck Center staff and instructors cannot convey strongly enough how much we miss you and your families during this time. Each day we look forward to doing the work we love with passionate arts patrons. Most important to Beck Center is YOU. Our relationship with you is what we are investing in, together, until we can once again create arts experiences in-person.

Like most theaters and schools, around the country, we are working to minimize this crisis and keep our students, patrons, staff, volunteers and their families, healthy. We are updating this and our social media pages regularly as things are changing quickly at this time. We know the importance of the arts in our culture, perhaps even more so now. Thank you for your patience and support during this unprecedented time.

During this worldwide COVID-19 crisis we are amending our ticket and tuition policies as such:

**I PAID TUITION FOR A WINTER/SPRING 2020 CLASS/LESSON/PROGRAM. WHAT SHOULD I DO NOW?** Beck Center Employees will contact you via email regarding your options. Our Education team is working hard to set students up with their instructors to continue lessons or classes online, or virtually. We want to continue to create art experiences with our students during this time of potential isolation. If your class or lesson cannot continue in this way we will work with you through several options. As a non-profit arts institution, for this specific situation we are asking that you consider investing in the future of the arts in your community. If you are able and inspired to donate your tuition/ticket value to Beck Center we are grateful for your investment. If you prefer, a credit can be issued for a future class/lesson/production. And if your situation requires it, we can issue a refund. Please note that refunds and processing donations will take time to issue and distribute as staff is working remotely to help decrease the spread of this worldwide crisis, along with financial limitations on all non-profits around the globe at this time.

**I WANT TO REGISTER FOR SUMMER CAMPS AND CLASSES. SHOULD I?** We are also hoping very much that we will all be able to come back together on the Beck Center Campus (undergoing extensive cleaning at this time) this summer. Please register for a summer activity. We will work through whatever the future brings, together.

**I PURCHASED TICKETS TO *CINDERELLA* AND/OR *JAMES AND THE GIANT PEACH*. WHAT HAPPENS NOW?** Beck Center Employees will contact you via email regarding your options to donate your tickets to Beck Center as a tax write-off, receive a voucher for another dance or youth theater production, or receive a refund. As a non-profit arts institution, for this specific situation we are asking that you consider investing in the future of the arts in your community. If you are able and inspired to donate your tuition/ticket value to Beck Center we are grateful for your investment. If you prefer, a credit can be issued for a future class/lesson/production. And if your situation requires it we can issue a refund. Please note that refunds and processing donations will take time to issue and distribute as staff is working remotely to help decrease the spread of this worldwide crisis, along with financial limitations on all non-profits around the globe at this time

**I PURCHASED TICKETS TO METEOR SHOWER OR DISGRACED. NOW WHAT?** Beck Center Employees will contact you via email regarding your options to donate your tickets to Beck Center as a tax write-off, receive a voucher for another professional theater production for your use before August 31, 2021, or receive a refund. We just found out the great news that **we will be mounting this production in the Beck Center 2020-21 Professional Theater season.** Please ask us about that option when you call 216-521-2540 x 10. As a non-profit arts institution, for this specific situation we are asking that you consider investing in the future of the arts in your community. If you are able and inspired to donate your tuition/ticket value to Beck Center we are grateful for your investment. Please note that refunds and processing donations will take time to issue and distribute as staff is working remotely to help decrease the spread of this worldwide crisis, along with financial limitations on all non-profits around the globe at this time

**I WANT TO SEE SOMETHING ROTTEN!. SHOULD I BUY A TICKET?** We are busy cleaning our campus, readying for future productions, and watching news from the state government and CDC very closely. Please purchase a ticket, and together we can decide what the next best step could be if the crisis continues.

**I AM A VISUAL ARTS STUDENT/FAMILY. WHAT IS HAPPENING WITH THE BUDDING TO BLOSSOMING STUDENT EXHIBITION?** Beck Center will be hosting a #BeckAtHome Visual Arts Exhibition online. Throughout the month of April, our students are asked to 1) create art at home and submit photos of your amazing pieces and; 2) submit photos of art work already created in your Beck Center classes prior to March 15. The photos should be submitted to [jmcgrath@beckcenter.org](mailto:jmcgrath@beckcenter.org) by April 19 so we may have an online exhibit opening on May 8. The official Budding to Blossoming Exhibition will occur in the Bulicek Gallery at Beck Center this summer.

**I AM A FACULTY MEMBER. WHAT SHOULD I KNOW?** Beck Center faculty members are working to diligently create #BeckAtHome online arts experiences and education until we are able to return to our arts campus. Faculty members should contact their Associate Director to be involved in our education efforts. Stay safe and healthy during this situation, and we look forward to working all together in-person soon. We appreciate all your continued hard work and dedication!

**I AM A BECK CENTER EMPLOYEE. WHAT DO I NEED TO KNOW?** We are doing everything possible to take care of our valued employees, including encouraging anyone who is able to work from home to do so. Your supervisor has been contacting staff, but if you have any questions please email them directly. Stay safe and healthy during this situation, and we look forward to working all together in-person soon. We appreciate all your hard work and dedication!

**I WANT TO SUPPORT BECK CENTER. HOW CAN I SUPPORT THE ARTS NOW?** Thank you for asking! We are touched by your support and commitment to the Beck Center. Please donate at [beckcenter.org/give](https://beckcenter.org/give).

Please stay in touch with us at [beckcenter.org](https://beckcenter.org), on our social media pages (Facebook, Twitter, and Instagram, Tiktok) and 216-521-2540 x10



For updates visit [Beckcenter.org](https://Beckcenter.org)  
216.521.2540 x10