

FAQ document

What is happening with your upcoming event XYZ (concert, play, exhibition, festival, conference, fundraiser etc). ?

This is an opportunity to explain that it will be rescheduled, held online, indefinitely postponed, cancelled etc. eg:

This event was scheduled to take place on Date, Month Year. Given the rapidly moving news cycle, including requirements at all levels of government to avoid public gatherings, we have made the decision to - cancel, reschedule, host online, postpone the event.

Why has your organization and your partners (if applicable) made this decision?

Using positive language, explain why you have had to change your event eg:

This is a decision that neither ZYZ organization nor XYZ partner(s) has taken lightly. We have met regularly with our stakeholders and have monitored news coverage and the latest developments. The health and safety of our patrons, performers, artists, staff and volunteers is of utmost priority at this time, therefore, we have decided to - change, cancel, host online the event.

I am a delegate, ticket holder, patron etc. and I have already registered for your event XYZ. Should I retain my tickets for a later date? Will I be getting a refund? How will this work?

- We would like to thank you all for your continued support during this unprecedented time. If you have already registered/bought a ticket for this event, you can opt to transfer your registration/ticket to the future event. Or, if you prefer, we will work with you to arrange a full refund. A member of the XYZ team will connect with you directly in the coming days.

I am a speaker/presenter/musician/artist at this year's XYZ event, what do I need to know?

Positively reaffirm your appreciation of your presenters:

It is crucial for the arts sector to come together now to support one another, as - event organizers and presenters, galleries and artists, musicians and presenters. We are here to support you.

- Our event is not cancelled and will resume in 2020 / 2021. If you need to adjust or postpone your performance, please email our staff tour coordinator
- Our performance has been cancelled. Our organization will reimburse any costs you have incurred to date. XYZ, the staff tour coordinator for this event will be in touch directly.

I am a funder of this XYZ event. How will my support be recognized?

Positively reaffirm your appreciation of your funder's support:

We would like to thank you all for your continued support during this unprecedented time. We are grateful to each and every one of our funders and supporters. Without you, none of our work is possible.

You will continue to be recognized on our website and as well in our promotional material. You will also be recognized as a supporter of the rescheduled event / online event and have the opportunity to participate in this event.

How can we support your organization at this time?

Using positive language you can ask your patrons to consider donating their ticket and not requesting a refund, donate to your organization etc.

- We are asking you, our incredible audiences who have tickets for our event to donate the price of that purchase to us rather than claim a refund. By doing so, it will allow us to continue to support our artists / cultural community, explore online opportunities and ensure that during this time we can remain connected to our communities and do what we do best: presenting renowned events, festivals, concerts (add your mission/vision here)

In the event of you shifting to digital offerings in lieu of a physical one:

Will there be a cost to participate online?

Will the online sessions be available after they have aired?

What platform will the online session use? Will I need to download another program?