



2020 FESTIVAL – COVID-19 TICKET POLICY

We appreciate your support, flexibility and patience as we navigate this challenging situation. Knowing that it is a difficult time for all of us to make decisions about the future, we will contact all of our 2020 ticket holders with a variety of options for their tickets.

- **Donation:** You can help CCO and our artists navigate our significant revenue loss by donating the value of your ticket(s) back to Central City Opera as a tax-deductible contribution to the CCO COVID-19 Relief Fund. **Subscribers will not forfeit their regular seats should they choose to donate their 2020 subscriptions back to CCO.*
- **Transfer/Exchange:** Patrons can request that their tickets are transferred directly to the 2021 Festival. Your tickets will be moved to comparable seats and dates with the option to make adjustments at a later date.
- **Refund:** Request a full or partial refund for the value of the tickets.

To help expedite the process, please complete and return this form to let us know what option you'd like to choose. You can also complete this form online at: <https://centralcityopera.org/2020-festival-ticket-options/>

If, after several attempts, we are unable to reach you and confirm your selection by **July 31, 2020**, your tickets will automatically be transferred into a donation to the COVID-19 Relief Fund to support the organization during this challenging time.

Our staff is working remotely, but our Box Office staff is available Mon – Fri from 10am – 4pm to assist by phone (303-292-6700) or by email (boxoffice@centralcityopera.org). Please allow 48 hours for a response, and note that email is preferred. Once your request has been made, please allow 30 days for processing.

FIRST NAME: _____ LAST NAME: _____

PHONE: _____ EMAIL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TICKET OPTIONS:

- Donate the value of your ticket(s) back to Central City Opera as a tax-deductible gift to the CCO COVID-19 Relief Fund.
- Transfer ticket(s) to the 2021 Festival
- Receive a refund for the value of your ticket(s)

ADDITIONAL COMMENTS/REQUESTS: