

What to Do for Covid-19 Implementations

(Note: the first 4 pages were relevant from Fall 20-Spring 21. Anything after that has been updated for Fall 21-Spring 22.)

Box Office Operation

The Box:

We will have one staff member in the box at a time and the Box is to be cleaned between shift changes (a PPE box with wipes and other things is located on the desk).

All training will happen before the Box opens for the season. We will be delaying the opening date for this reason. Abby will be available by phone for all shifts if help is needed.

We will not be having any Saturday shifts.

All transactions will be over the phone and the Box Office window will be closed.

We will have longer shifts and a smaller number of staff.

Shifts will be an hour and a half instead of one hour so that only a max of two people are in the Box on any given day.

Since all shows are online, Duke will be in charge of any issues during show times. Staff are not responsible for any shifts during the run of any of our shows.

It is assumed that all of our shows will be online, so we will not have any printed tickets this season. We will have a number of documents that will be shared in the Theatre & Dance Box Office 20-21 OneDrive folder to record all our needed information.

Ticket Sales

Vimeo:

When we use Vimeo, we are still ticketing through TicketReturn. We are not printing any tickets. All purchases must be listed in an Excel spreadsheet with the customer's name and viable email address.

Show Dates and Times:

Will there be multiple dates? Does the link only work for one date?

The video will be available to stream for the entire length of time that the show is scheduled to run. The audience member can watch whenever they please within that time frame.

Example: Show opens at 7 pm on Thursday and is available until 11:59 pm Tuesday night.

Streaming dates are subject to change based on the recording and editing needs of the production.

Box Office Staff:

Does it matter what date and seat I put audience members in?

No, just so long as the customer is in the proper show and their information is recorded in the member/streamer spreadsheet.

TicketReturn is only being used to process transactions. Because it only sells in-person tickets, we must select dates and seats even though they are not at all relevant to the viewer experience.

Again, you do not have to ask what date they would like to see the show.

If their information is logged correctly, members and streamers will receive Vimeo codes as soon as the video is posted.

Members:

How will the memberships work?

Members will receive codes to every show in our season as they are listed in the spreadsheet.

The emails will be sent automatically, and we do not need any notice on the part of the customer.

Regarding Vimeo and the link:

How does Vimeo work? Do I need a Vimeo account to play the video?

The customer will receive a code through their email that will take them to the event. No, an account is not needed. The code will not be specialized to individual emails.

How early does the streaming start? How early can the link be used? How late can the link be used?

The link can be used as soon as the video is posted. The show will be taken down at the end of the last scheduled show day.

Is it the same code for everyone? If it is, will the link only be able to be opened by the emails it is sent to? How will that work for students?

It will be the same code. It will work regardless of email. Students will receive a link to the shows via VSU email announcements.

Yes, that does mean that people can send the code to each other. We do not have the budget to change that fact. Do not relay this information unless asked. Try to encourage people to be nice and give us ticket sales.

What if I do not have good internet? If the website crashes, will I be able to get back in?

Due to the video being available for the entire show period, there should be no problem getting back to the video in the exact location where the connection was lost.

Regarding in-person events during Covid-19 implementations:

Can I pay in-person? What if I do not have a credit card? Is there a way to pay in cash or check?

We are not accepting cash/face to face transactions. A customer can pay via phone and credit card or mail a check payable to VSU Theatre and Dance. They can send the check (with order form, particularly a clear email and phone number) to:

VSU Theatre & Dance

attn D Guthrie
1500 N Patterson Street
Valdosta, GA 31698

ShowTix4u:

Can I buy a ticket through the box office?

All tickets will be sold online through ShowTix4U. All customers looking to purchase a ticket need to go through ShowTix4U directly.

What about members and comps?

A link will be sent out to individuals. In the event of the link not being viable, customers can call the box office directly to schedule the time they want to see the show.

What about VSU students?

VSU students need to call the box office directly to reserve their ticket.

Why are the tickets only different for this show?

Because it is a musical, we must observe a different set of streaming laws. According to the copyright laws, the musical must only be available for the time and date that it is scheduled to be viewed.

Can I still view the show whenever I want?

No, the show will only be streaming for the day and time it is purchased.

Can the code be used by multiple devices?

No, only one device will have access.

NOTES: Faculty member tickets are membership comps, not cast and crew comps.

Box Office Operation

The Box:

We're back with in-person shows and an in-person Box Office!

We have Plexiglass to set up in the window to protect ourselves and our patrons.

The PPE box is still in full swing. Please wipe down everything between shifts and we encourage everyone to remain masked.

We will also have a printer-based training for staff that has not worked with the printer (it's been over a year and a half since we've printed a ticket!).

Shifts:

We will still have only one staff member in the box at a time as much as is feasibly possible.

Shifts have been reduced back to an hour.

New staff have been added on, and so we will have to adjust accordingly.

All experienced staff will begin by themselves during their shifts. New staff will have an experienced staff member with them in the Box through the first show.

We may need two staff members to work in the Box the week of 9 to 5.

Saturday 2-5 shifts are back.

The Rolling Box:

Since all shows back in person, we will need staff to work the Rolling Box during the run of the shows. We will have training for these moments.

Instead of having the manager and 3 staff members, we will try to limit ourselves to 2 staff members needed per show due to the close proximity.

The Rolling Box does not have Plexiglass, but we will have masks available for anyone who wants them (staff, students, and/or customers) as well as hand sanitizer.

We will have digital playbills, so a QR code will be available on the Rolling Box Office.

NOTE: In the event of a return to online shows, the information from the 20-21 year will still be relevant and we will go back to running the Box in that fashion.