



To our Audiences, Members, Patrons and Supporters,

While there are no confirmed cases of COVID-19 at UCLA at this time, **the greatest priority for UCLA's Center for the Art of Performance is the health and well-being of our community of artists, audiences and staff.** It is with this in mind that I write to share an update regarding additional measures we are taking to safeguard our community.

We continue to work in coordination with UCLA and the Chancellor's office, who in turn are working closely with federal, state and county officials.

This afternoon, [UCLA Chancellor Gene Block notified the campus community that starting tomorrow, March 11, UCLA will suspend in-person classes and transition to online platforms through April 10.](#) **While campus and its essential services remain open, including housing, hospitals, clinics and research laboratories, the new policy requires that all in-person campus gatherings of more than 100 people be suspended or postponed.**

UCLA is enacting this policy to keep our global and UCLA communities safe.

In compliance with this measure, **all CAP UCLA performances taking place on the UCLA Campus (Royce Hall, Freud Playhouse) and at The Theatre at Ace Hotel through April 10 are being postponed.**

All ticket holders with online purchases will automatically be refunded by point of purchase for the cost of the ticket and all fees associated (the UCLA Central Ticket Office, The Theatre at Ace Hotel box office or AXS). If you purchased your tickets from the UCLA Central Ticket Office in person with cash or check, you will need to contact CTO at [310-825-2101](tel:310-825-2101) or [cto@tickets.ucla.edu](mailto:cto@tickets.ucla.edu) for assistance. PLEASE NOTE this refund effort will take time as we are managing thousands of ticket purchases. Your patience is appreciated.

We will keep you informed as these performances are rescheduled.

Many of you have generously expressed your support and concern by seeking to forego your ticket refund. While we greatly appreciate these offers, the scale and logistics involved necessitate an automatic refund. Should you wish to make a donation of any size, we will humbly accept and you can do so [here](#).

If you have any questions please call the UCLA Central Ticket Office at [310-825-2101](tel:310-825-2101) (Monday - Friday 10am - 4pm) or email at [cto@tickets.ucla.edu](mailto:cto@tickets.ucla.edu) for assistance.

We will continue to keep you apprised as quickly as we can of any additional changes, including any updates to events occurring after April 10.

Additional resources and information about UCLA's response to COVID-19 can be found at [UCLA's COVID-19 website](#).

With gratitude,

Kristy

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