



## **52<sup>nd</sup> Season Front Row Q & A**

**Q Why is the 52<sup>nd</sup> Season completely digital with live-streamed concerts?**

**A** Above all, the health and safety of WSO Patrons, Musicians, and Staff is our paramount concern. As the health situation continues to change with guidelines/regulations evolving at the same time, the most prudent option is to digitally stream the concerts to your living room, backyard, frankly anywhere with an internet connection!

**Q What is a digital live-streamed concert?**

**A** A digital live-streamed concert is performed by your WSO musicians that can be viewed from the comfort and safety of your own home!

**Q I love where my seat is in the Palace Theatre. What happens to it?**

**A** Any subscription seats that you had prior to this year will remain yours and will carry-over directly to our 2021-2022 season. Our best intention is to present you this *Front Row* digital seat, until we can safely be all together again in the Palace Theatre.

**Q How do I access the concert live-stream?**

**A** You will receive an e-mail a few days before the concert with the exact link to the concert. We recommend clicking on the link at least 5-10 minutes before concert start time to ensure you are all set. It will direct you to the concert and then all you have to do is sit back relax and enjoy your favorite beverage.

**Q What devices can I watch the concert on?**

**A** Any device that is internet ready, can stream the concert. Our suggestion would be options like laptops, desktops, or even better streaming the concert to your TV. If those are not available your smart phone or tablet is also an option.

**Q This all sounds like a great alternative, but I am not the most tech-savvy.**

**A** No problem at all! We recognize that everyone has varying comfortability for technology. The best news is the main technology you need is e-mail. To make the concert experience the easiest for all, we are developing helpful tips and tricks to get you around technology hurdles. Likewise, we are in the process of developing a tech taskforce to be available for consultation around the concert in case you run into an issue.

**Q What benefits do each package and flex option come with?**

**A** Please see the back of the enclosed postcard with the season programming for more information. As someone with a *Front Row* seat for our 52<sup>nd</sup> season, you will receive exclusive digital content,

be the first to register for limited engagement in-person events, receive an at-home guide, and much more!

**Q Why should I purchase a package or flex option?**

**A** Because you know that music is best live and local from your WSO! *Front Row* seat packages give you added benefits and cost savings! We know that this intermission has been challenging for many, so why not enjoy a moment of calm and escape into the music of your WSO!

**Q When will I get my tickets?**

**A** This year we will not be mailing our physical tickets with your welcome packet. For exclusive small in-person events, we may utilize print at home tickets, but for digital concerts, tickets are not needed.

**Q What about our fantastic WSO musicians?**

**A** We all know that our musicians are top-notch and capable of the irresistible WSO sound. This format for our 52<sup>nd</sup> season allows them to do what they do best make great music! While many other organizations are still on an intermission, we know that we can move forward with our digital season and continue. Of course, they will miss your enthusiastic applause in-person, but we are working on ways so they know just how much you appreciate their beautiful music.

**Q How will you handle concerts that may have to be postponed or cancelled for the 52<sup>nd</sup> season?**

**A** As of now, we do not know if we will have to postpone or cancel any concerts next season. However, as the circumstances surrounding COVID-19 keep changing, we plan to modify concerts as necessary to ensure we are following the most up-to-date local, state, and federal health guidance. You will be our first to get further updates.

**Q Can the WSO navigate this current health and economic crisis?**

**A** We know that through many situations and opportunities, music is what we all cling to. It has been our privilege to compose musical experiences for our neighbors for over 52 years. Undoubtedly, there will be some unforeseen turns and twists, but the future of your WSO is bright. Thanks to your continued generosity, music will resound in the lives of our region yesterday, today, and tomorrow. Our goal is to never misplace the value you place in us and create the most opportunity possible.

**Q What if I still have questions?**

**A** No worries! Please give us a call at (724) 837-1850 or drop us an e-mail at [info@westmorelandsymphony.org](mailto:info@westmorelandsymphony.org). We are here to help and make this season as seamless as possible!