

FAQs for Wharton Center Subscriptions 2020-2021

What happens if a performance at Wharton Center is canceled during the 20/21 season?

We remain hopeful that cancelations will not take place, but if it does happen, subscribers and donors will have the option to receive a full refund, make a donation to [Wharton Center's Relief Fund](#) or exchange their tickets for future events. [Please refer to our ticket policies for events that proceed as scheduled.](#) For ease of refunds, we encourage the use of credit cards to purchase your subscription package.

What information is Wharton Center using to determine if it is safe to gather for performances again?

The health and safety of our patrons, artists, and staff is our top priority. Wharton Center continues to engage in conversations to ensure that we protect all who visit our center. This includes following the direction of [Michigan State University](#), the State of Michigan, and CDC guidelines.

What safety precautions will Wharton Center implement this season?

Wharton Center continues to engage in conversations to ensure that we protect all who visit our center. This includes following the direction of [Michigan State University](#), the State of Michigan, and CDC guidelines. We are also in constant communication with scheduled artists and colleagues in the Theatre industry, sharing best practice information.

Current plans for improvements to our facility for the safety of our patrons include:

- Touchless fixtures in restrooms
- Automatic hand sanitizer stations
- Increased cleaning procedures
- Touchless ticket procedures
- Personal protection equipment for all Wharton Center staff and volunteers
- Stationing additional ushers outside for door service

We commit to keeping patrons informed as additional safety measures are implemented or planned.

What is the best way to return my order form?

Wharton Center is currently closed to the public due to the Stay at Home order. Due to this, the best way to return a ticket order form is by mail. Renewing subscribers can find a postage-paid, addressed return envelope in their season brochure packet.

What is the most efficient payment method for my subscription purchase?

Using a credit card is the best and most efficient way to make your subscription purchase. Credit cards will be charged at the time your renewal order is handled by the Ticket Office. Your tickets will arrive by mail in late summer. Using a credit card also allows for a faster refund, usually within a few business days of the notice, in the event of a canceled performance.

Is Wharton Center considering live streaming performances?

We are currently exploring options for streaming select events in the 20/21 season. There are several items to consider in this process, including upgrading infrastructure, working with artists to ensure licensing requirements are met, and evaluating the technology.

What if a subscriber does not feel comfortable attending a performance due to illness or safety concerns?

If a patron chooses not to attend a performance in the 20/21 season due to illness or safety concerns, they will be able to receive a credit on their account to be put towards a ticket for another performance in the 20/21 season or towards a subscription purchase in the 21/22 season. Requests to return tickets in exchange for a credit must be made at least three (3) business days before the performance. Contact the Ticket Office for additional information.

How can we help Wharton Center through these times?

Purchasing a subscription package for the 20/21 season will show your commitment to Wharton Center and help us continue to provide the best in performing arts throughout the year.

Private support is also more important than ever to stem the current loss and help Wharton Center meet the challenges of recovery in the year ahead as we continue to seek high-quality artists for future performances and keep Wharton Center running.

If you choose not to subscribe this season or purchase a smaller package, please consider an additional donation to mitigate the financial impact. [Generous donations will allow Wharton Center to continue enriching our community with education and engagement programs.](#)