

Seiji Ozawa Music Academy Performance COVID-19 Precautionary Guidelines

The Seiji Ozawa Music Academy will hold the performance with thorough safety measures to prevent the spread of COVID-19, based on the COVID-19 precautionary measures issued by the Japan Association of Classical Music Presenters and Tokyo Bunka Kaikan. We ask for your kind understanding and cooperation.

Our requests to the audience before coming to the venue

- ◆ **Please monitor your physical condition before coming to the venue. We ask that you refrain from coming if any of the below apply.**
 - 1) If you have a fever of 37.5°C/99.5°F or higher
 - 2) If you feel unwell with coughing, breathing difficulty, overall fatigue, throat pain, nasal discharge or congestion, loss of taste or smell, eye pain or pink eye, a headache, joint or muscular pain, diarrhea, nausea or vomiting, etc.
 - 3) If within the last two weeks you have had close contact with someone who was diagnosed as positive for COVID-19
 - 4) If within the last two weeks you visited a country/region or had close contact with a resident of a country/region that the government has made subject to entry restrictions or quarantine after entering Japan
 - *If you cancel your visit due to the reasons above, we will refund your ticket fee. All such refunds will be handled by Seiji Ozawa Music Academy / VEROZA Japan. (Please see the end of this document)

 - ◆ **Please fill in and submit the visitor card.**
 - If the visitor card has been issued together with your ticket, fill this out and submit it at the venue on the day of the concert. Please fill out the card in advance to prevent crowding at the venue.
 - If the visitor card was not issued because your purchase was online or other, we will use the purchaser information that was entered at time of purchase.
- [Handling of Personal Information]**
- 1) Should it be learned that someone in the audience was infected with COVID-19, we will immediately notify and share the names and emergency contact information of visitors as acquired above with the local public health center.
 - 2) Your personal information will not be used for any other purpose and shall be properly disposed after storing for one month after the concert.

Our requests to the audience on the day of the concert

- ◆ **Do not wait for performers to arrive at or exit from the backstage entrance or other public area.**
- ◆ **We cannot accept any presents (such as flowers and letters) on behalf of performers and other.**
- ◆ **Visitors will be asked to tear off their own ticket stubs.**
Staff will visually check the ticket. We ask that visitors tear off their own ticket stubs upon venue entry.
- ◆ **Wash your hands frequently and sanitize with alcohol.**
Tokyo Bunka Kaikan has placed liquid soap and paper towels in the restrooms and sanitizing alcohol throughout the lobby for your use. We also ask for your cooperation in sanitizing your hands at the entrance.
- ◆ **Wear a face mask in the venue and follow coughing protocols.**
- ◆ **Refrain as much as possible from chatting at the seating area, foyer, and elsewhere and from coming in contact with other visitors during the concert.**
- ◆ **We strictly prohibit changing seats.**
- ◆ **Refrain from cheering on performers with calls of “Bravo” and other.**
- ◆ **When standing in line to enter the venue or to use the restroom, maintain a distance of at least one meter from others.**
- ◆ **The services below will be suspended.**
 - Cloak services except for large luggage
 - *A storage space will be prepared separately inside the foyer for instruments, hand luggage, and other
 - Loaning of blankets and kids’ cushions
 - Bar counter operations
 - Water dispensers
 - Distribution of concert leaflets, flyers, surveys, etc. by hand (Please help yourself)
- ◆ **When the concert is over, the audience will be asked to exit by seating block.**
When the concert is over, you will be asked to exit orderly according to seating block.
Thank you for your cooperation.

Precautionary measures against the spread of infection at the venue

◆ **Infrared thermography devices will be placed at the Tokyo Bunka Kaikan Main Hall entrance to take temperatures.**

Depending on the results, staff may approach a visitor to take his/her temperature once more. We ask for your understanding that those with a temperature of 37.5°C/99.5°F or higher will not be admitted to the venue.

***Should this occur, your ticket will be refunded**

◆ **The venue will be adequately ventilated.**

We will sufficiently ventilate the venue using an air-conditioning control system. The temperature in the hall may not be comfortable, so please wear clothing that can be adjusted if you feel too warm or cold.

◆ **The doors will be opened earlier.**

To ease crowding, the doors will be opened 45 minutes before the concert begins.

◆ **Some sofas, tables, and trash bins will be removed.**

◆ **The venue will be cleaned and sanitized periodically inside.**

Cleaning will be reinforced with sanitizer and other, especially for doors, railing, and other places that many visitors touch.

◆ **Hall ushers will wear face shields and masks during duty.**

◆ **We carefully track the health of all performers, staff, and other, such as by taking temperatures daily.**

Thank you for your kind understanding and cooperation to prevent infection and spread of COVID-19.

Seiji Ozawa Music Academy / VEROZA Japan

[How to apply for a refund]

!!IMPORTANT!!

This cannot be arranged through the ticket vendor the ticket was bought from. Refunds are issued only through the method below.

Applications for refunds through a special online form will be accepted **from two weeks before the performance until 5 PM on March 23 (Tuesday), the day of the performance.**

QR code for special form



URL for special form <https://forms.gle/pFDAoYF6Q2Bb2fuJ7>

We strongly recommend making arrangements online because phone lines are expected to be busy. If you wish to apply for your refund request by phone, please contact VEROZA Japan Ltd. at the number below.

- * Calls will be taken on weekdays from 10 AM to 6 PM; online applications are accepted around the clock.
 - *In either case, requests are accepted until 5 PM on March 23 (Tue), the day of the performance.
- * Your ticket will be rendered invalid once your request has been accepted.
- * We will ask for your seat number and contact information as of time of purchase (name, address, phone number).
- * You will be required to have a ticket that is intact and not missing the stub.

<Refund Method>

- Instructions on how to refund your ticket will be later mailed to the address you provided.
- After confirming your ticket (physical ticket) and purchase history from the ticket agent, the refund will be issued by bank transfer.
 - * We ask for your understanding that the refund will be only for the face value of the ticket and not include ticket vendor handling fees.

Seiji Ozawa Music Academy / VEROZA Japan

TEL: 03-6411-5445

(Weekdays 10:00 AM–6:00 PM)