Arts Northwest
Survey Monkey Covid-19
Results from Presenters

Cancelled performances
Yes – 19%
No – 48%
Waiting on official recommendation – 33%

Events left in season
10 or more – 38%

Attendance Affected
Yes – 23%
Not yet – 35%
Expect a downturn – 23%
Refunds are being requested – 19%

Changes made at events
Hand sanitizing stations – 47%
Signage – 30%
Sanitized venue – 62%
No new measures – 35%

Staffing issues
Comments:
- Waiting to see if staff should work from home
- We are prepared to work from home
- Allowing staff leeway to take time off
- Currently working from home
- Not an issue at this time
- Encourage staff to stay home if sick
- Best practices in place (handwashing, gloves, etc)
- Increased custodial staffing
- Discussing payroll safeguards for hourly staff
- We have developed a business continuity plan including working from home/on-line

Future sales and refunds
- We are looking at options to use a smaller venue and group into small performances
- We have cancelled one public performance/fundraiser
- We allow refunds so that sick people don't feel they need to come or lose money.
- At patron's request
- We are continuing to sell. Audience asking for refunds has not yet happened
- Asking first if they'd exchange tickets for a future show down the road or refund your account for use on a future show. If neither, we refund their money
• We open a show on March 20th and we will provide refunds. We are holding an additional Admission by Donation evening during the 7 performance run to have a better disbursement of audience. We are prepared and understand that audience sizes will most likely be smaller and impacted.
• We have a condition of sale incorporated into our ticket sales which gives us right of refusal to refund based on the circumstances.
• Accepting refunds more readily but encouraging credit for future events as the preferred (and new) strategy.
• Staying the course- refunding cancelled shows only
• We are prepared to exchange tickets for future events, however we cannot afford to lose the deposits we've made to performers.
• We are not offering REFUNDS at this time, unless the show cancels. We are offering EXCHANGES to another event. We have waived exchange fees if they mention this is due to COVID-19
• We don't offer refunds. If we have to cancel upcoming performances, I believe we will issue a ticket to a future show.
• I just sent out a release 5 minutes ago with the announcement of the last two shows of our season being postponed. We are offering a refund, or people can reply to a group email to hold on to their tickets for an unannounced future date.

What resources would be helpful?
• Factual statements concerning outbreak
• A relationship with local public officials.
• Small business/non-profit bailout for lack of staffing from government mandates.
• Money. We lose money on every show we do, but small audiences will mean bigger losses. Plus, our summer outdoor music fest that is our biggest yearly fundraiser may have poor attendance.
• Just more government health officials reports and recommendations.
• Local government advice or suggestions or precautions on what to do now, 30 days from now, 60 days from now.
• Guidance on whether insurance claims can be filed, when to close, etc
• I am seeking estimates on event insurance from our provider for the future. (too late now). I am seeking clarity from our attorney regarding Force Majeure in our contracts. Looking for guidance on what "state of emergency" from our governor means for NPOs and loss of business. Enhances contract language for future artist contracts as well as with our renters.
• Wording to use with the public about what steps are being taken to minimize exposure, and help create a sense of comfort with attending our concerts.
• Supplies! We can't get hand sanitizer, wipes, or disinfectant spray--and there's not even corona in our state yet. Also - a planning kit for community events would be helpful so we're not all developing our own individual programs on our own.
• knowing what other organizations are doing in terms of future sales and refunds could be helpful. Sharing language from emails and communications could help too.
• Any updates or changes are helpful.
• Statements, best practices, and resources. Credible news sources, and online chats and email threads with colleagues.

Questions
• What is the best way to determine if future artists have been in an area where they may have been exposed to the virus?
• Interested to see what other organizations our size, in similar sized communities, are doing. What messaging they're using, how and what they are communicating to their patrons. Also very interested in how you're dealing with staff issues. None of us can afford to pay people to not work, especially if our events get shut down and our cash flow is suffering. I'm looking at ways to be equitable, fair to employees, and still maintain organizational health
• Unsure - but I expect contracts will be different in the future.

Comments

• We should have a discussion on the financial impacts for all concerned including artists, agents and presenters and explore some guidelines to assist in cancelation and postponements of events.
• We have a comprehensive "Show cancellation checklist" that we could share with anyone if that is helpful.