

# RPO Outdoors

## Policies and Protocols

Updated May 19, 2021

The RPO's top priority is the health and safety of patrons, staff, musicians and guest artists who attend our concerts this summer.

With expert guidance from Trillium Health, local, state and national public health officials, your RPO has developed protocols that will be kept up-to-date throughout the summer to ensure that all are following best practices for everyone's health and well-being. Your participation is expected and appreciated to help us ensure that an enjoyable time is had by all.

The following protocols and policies below reflect our current plans. Please continue to check this page regularly throughout the summer season for the most up to date information.

### Purchasing your tickets

Due to social distancing, capacity at some venues will be limited. **The RPO strongly encourages purchasing tickets in advance to avoid disappointment and to ensure a safer experience for all.**

All tickets will be issued electronically. Buy tickets here: [RPO.org](http://RPO.org) or call Patron Services Center M – F, 10am – 5pm at 585.454.2100. (Due to the COVID-19 Pandemic, tickets cannot be purchased in advance in person.)

All programs and artists are subject to change. In case of inclement weather, a rain date will be announced.

### Entry to RPO Outdoors Concerts

Patrons will be required to provide proof of vaccination, or a recent negative COVID-19 test as defined by NY State\*, when entering the seating area. A vaccination card (along with a photo ID), or confirmation of your negative COVID-19 test collected within the past 72 hours may be used to gain access. Valid Excelsior Passes will also be accepted. For your safety and contact tracing purposes only, all guests will need to provide name, phone number and email address, and answer standard COVID-19 questions before entering the seating area.

Musicians, staff and ushers will also be required to follow these same protocols.

\*All patrons over the age of 2 have received a negative diagnostic test result for COVID-19 using an FDA or DOH authorized polymerase chain reaction or other nucleic acid amplification test of comparable analytical sensitivity performance that was performed on a specimen (e.g. swab) collected within 72 hours of the performance start time. Responsible parties may also

accept negative test results for COVID-19 from an FDA authorized antigen test performed on a specimen collected within 6 hours of the performance start time.

## **Masks**

The RPO will be closely following public health recommendations from the CDC, New York State and Monroe County. At this time, **all patrons and staff are required to correctly wear face masks in all areas including parking lots**, except while seated in your designated area. If you are **not** vaccinated, you are required to remain masked except while actively eating and drinking AND seated in your designated area. If your mask is lost or becomes unusable, another mask will be provided.

## **Keep Your Distance**

The capacity of some of the venues in which the RPO will be performing is reduced to accommodate physical distance of 6 feet between family units. Please respect your neighbors' desire for a healthy RPO experience before, during and after every event. Signs for managing traffic will be in place and we request that patrons avoid mingling with other family units.

## **Performances and Seating at Perinton Amphitheater**

Performance areas at the Perinton Amphitheater are open-air spaces and ADA accessible. With the health of artists and audiences in mind, performances will be 75 minutes long and presented without intermission. Seating configurations and capacity may be revised as local guidelines evolve. At this time, **all patrons and staff are required to correctly wear face masks in all areas including parking lots**, except while actively eating or drinking.

### **Parking**

If you are seated in sections 1 and/or 2, we recommend parking in the lower lot off Ayrault Rd.

If you are seated in sections 3 and 4, we suggest parking in the upper lot off of Turk Hill Rd.

### **Your Entry Time**

In order to ensure the safety of our patrons, you will have been assigned a designated entry time. Please be ready to enter the venue at the time printed on your order confirmation.

### **Reserved Spaces**

Seating capacity has been significantly reduced to allow for social distancing of 6 feet between groups of people. When you purchased your tickets to your RPO at Perinton Amphitheater, you will have chosen or been assigned a socially distanced pod space for your group of up to 2 or 4

people. Ushers will take you to your pod space. Please remember to bring both a blanket and lawn chairs with you as each pod has a unique landscape. Please help us to make this outdoor musical experience a good one for all by following their instruction.

### **Food and Beverage**

Concessions will not be available at this time. You may bring in your own food and beverage to the Perinton Amphitheater. Alcohol is permitted. **You must be seated in your assigned seat to eat or drink.**

### **Restrooms**

Restroom facilities will be available on site and will be regularly cleaned and sanitized.

Portable restrooms will also be available on site.

## **Stay Home If You Are Sick/Unwilling to Comply with Protocols**

If you or a recent close contact are sick, experience CDC-recognized COVID-19 symptoms or have been diagnosed with COVID-19 within the past 14 days, we ask that you prioritize community health and stay home.

If you are not able to attend, you may exchange your tickets into a different performance, donate your tickets, turn the value of your tickets into a gift certificate, or receive a refund. Please contact the Patron Services Center, Monday – Friday, 10am – 5pm with any questions.

If you do not wish to comply with these protocols, we kindly request that you remain at home. Audience members that do not comply with these protocols will be removed from the event.