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## Frequently Asked Audience Questions

Welcome to Cappella Clausura! We're thrilled to have you joining us for one of our upcoming concerts. It's important to us that every member of our audience feels welcome and comfortable at our events, and we believe that knowing what to expect helps facilitate a more enjoyable viewing experience. Check out the compiled list of frequently asked audience questions and get excited for your upcoming concert experience!

### Should I dress up for the event?

Only if you want to! Our concerts are set up so that our audiences are watching the performers, not each other, so feel free to attend in any attire that makes you feel comfortable.

### How early should I arrive?

Our typical Front of House process will likely move a little slower as we take extra measures to prevent the spread of COVID-19 at our concerts. We recommend planning to arrive 15-20 minutes early in order to ensure that you are not rushed. Once you're seated, you can get comfortable and look through our digital program until the concert begins.

### What happens if I arrive late?

We are happy to allow late seating, but the ushers will likely ask you to wait for a pause in the music before taking your seat in order to avoid disrupting other audience members.

### What are your COVID safety guidelines?

All patrons, staff, volunteers, and performers will be required to present proof of vaccination before entering the concert venue. Once they are inside the venue, everyone will be required to wear well-fitted masks over their nose and mouth at all times. We will be reducing seating capacity in order to maintain social distancing and will be transitioning over to digital tickets. We will be glad to offer free ticket exchanges and refunds for all in-person performances, and will be sharing a recording of the concert for free with all ticket holders, so you can also enjoy the program from home. Patrons who are not feeling well are encouraged to stay home and make use of our virtual option.

### Where do I sit?

All of our concerts are general admission, which means you are welcome to sit wherever you like. In order to facilitate social distancing, there may be sections of the audience that are roped off or have dots asking audience members to spread out; please do your best to follow those posted instructions. Pods of attendees are welcome to sit closer together.

## Who should I talk to if I need assistance during the event?

All of our staff and volunteers will be identified with name tags. They will all be happy to assist you at any point during the event.

## What if I don't understand the language of the music?

Much of our music is sung in languages other than English. In order to ensure that all of our audience members can appreciate the lyrics of our pieces, we are glad to offer translations in our virtual programs, which you can access from our website or in the "Know Before You Go" email you'll receive ahead of the event. You are welcome to look at these translations during the concert; we just ask that you make sure that your phone is on silent while doing so.

## When am I supposed to clap during the concert?

Although the typical signal that a piece is over is when the conductor lowers their arms, we encourage our audiences to express their appreciation for the performance through applause and cheers whenever they feel so inclined.

## Is there an intermission during the concert?

Sometimes our concerts have an intermission, but not always. A typical concert lasts around 90 minutes.

## Are your venues handicap accessible?

Yes, all of our performance venues are handicap accessible. Details about specific venues will be available in our "Know Before You Go" emails, but please feel free to reach out to [manager@clausura.org](mailto:manager@clausura.org) if you anticipate needing specific accommodations.

Still have questions ahead of your visit? Feel free to reach out to [manager@clausura.org](mailto:manager@clausura.org) and we will be happy to assist you.