

Reopening Policies & Updates

The Veteran's Memorial Civic and Convention Center is dedicated to providing our community the most incredible entertainment in a safe environment. Please review our current health and safety policies before attending your next show.

Policies will be reviewed and updated regularly.

Thank you for your patronage and continued support of the arts and entertainment in our region.

MASK POLICY

In accordance with current CDC guidelines, the Veterans Memorial Civic & Convention Center will require all patrons, staff, and volunteers ages 2 years and older to wear masks at all times inside the venue for public events in Crouse Performance Hall. Audience members may remove masks while actively eating and drinking. Free masks will be provided to patrons who enter without one.

We are closely monitoring state, local, and CDC guidelines, along with artist requirements. Policies are subject to change and will be updated as necessary to keep all artists, patrons, staff, and volunteers safe.

VACCINE POLICY

At this time, there is no standard vaccination policy for attendance at the VMCCC. However, we continue to be in contact with all of our performers and will advise patrons if individual shows have specific requirements to which we must adhere.

TICKETING

We've gone mobile! Tickets purchased via LimaCivicCenter.com can be delivered to your phone. Make your phone your ticket for added safety and convenience. Don't have a smartphone? Other ticketing options are still available.

ENTERING CROUSE PERFORMANCE HALL

We have new lobby entrance and exit patterns! This past year, we worked on reorganizing our entry and exit patterns for Crouse Performance Hall Lobby to help keep guests safe by physically distancing. It worked wonderfully and also lessened lobby congestion.

All guests will enter the pair of doors to the right, next to the Box Office. If coming from the connected parking garage, guests will step outside briefly to enter next to the Box Office with the rest of our incoming guests.

Will Call is still available but moving to the exterior Box Office window.

When exiting, guests will use the left doors on the side of the concessions.

Please plan to arrive 5 minutes earlier than you normally plan to allow for these changes. We look forward to seeing you all in our lobby again and experiencing live performances together!

THANK YOU

These enhanced health and safety measures are in place to increase your safety. **Patrons acknowledge that, by attending performances, there is a risk of contracting COVID-19 and voluntarily assume all risks related to exposure.** We reserve the sole right to modify guidelines and to deny admission or remove anyone whose conduct puts any person or property at risk.

As always, if you are experiencing any symptoms of illness we ask that you not attend.

We appreciate your cooperation in helping us bring live performances to the Veterans Memorial Civic & Convention Center.

QUESTIONS

Box Office - Phone: 419-224-1552 | Hours: 12 pm - 5 pm

Business Office - Phone: 419-224-5222 | Hours: 8 am - 5 pm