

FAQs for Wharton Center Subscribers - Return to the Stage

Part of the subscription package I previously purchased for the 2020-21 season has been canceled.

What are my options?

If your event was canceled, you will be automatically refunded beginning the week of February 5, 2021. If you would like to turn your refund into a donation to Wharton Center's Relief Fund, please contact the Ticket Office at wharton@msu.edu by Monday, February 5.

If I choose to cancel my subscription for the 20-21 season, will I forfeit my subscription history?

While we hope you choose to keep your remaining events, we understand if you do not feel comfortable attending live events. We are happy to honor your current subscription history/priority status if you choose to cancel your remaining events.

If I have not yet purchased a subscription, can I still buy one?

Yes. Please complete the form here - <https://whartonforms.wufoo.com/forms/wfy13pp151szbx/>.

How will Wharton Center distribute season tickets?

Wharton Center will be utilizing mobile tickets for the 21 season. Mobile tickets will provide a safe and contactless environment for our patrons. Mobile ticketing also provides:

- Quick and easy entry to performances using your mobile phone or smart device
- Instant access to all your season tickets
- Reduced risk of lost, stolen, counterfeit, or forgotten tickets

Please call the Ticket Office at 517.432.2000 or email wharton@msu.edu to "opt-out" of mobile tickets for the 2021 Broadway Season.

What happens if a performance at Wharton Center is canceled during the 21 season?

We remain hopeful that cancellations will not take place, but if it does happen, subscribers and donors will have the option to receive a full refund or make a donation to [Wharton Center's Relief Fund](#). Please refer to our ticket policies for events that proceed as scheduled.

What information is Wharton Center using to determine if it is safe to gather for performances again?

The health and safety of our patrons, artists, and staff is our top priority. Wharton Center continues to engage in conversations to ensure that we protect all who visit our center. This includes following the direction of Michigan State University, the State of Michigan, and CDC guidelines.

What safety precautions will Wharton Center implement this season?

Wharton Center continues to engage in conversations to ensure that we protect all who visit our center. This includes following the direction of Michigan State University, the State of Michigan, and CDC guidelines. We are also in constant communication with scheduled artists and colleagues in the theatre industry, sharing best practice information.

We commit to keeping patrons informed as additional safety measures are implemented or planned. [Click here](#) for the most up-to-date list of safety protocols.

What if a subscriber does not feel comfortable attending a 2021 performance due to illness or safety concerns?

As always, you, our staff and artists are our top priority. If you are ill and unable to make it to a performance, reach out to the Ticket Office at least three days in advance of the performance date for a refund or exchange (pending availability).

How can we help Wharton Center through these times?

Continuing your subscription package for the 21 season will show your commitment to Wharton Center and help us continue to provide the best in performing arts throughout the year.

Private support is also more important than ever to stem the current loss and help Wharton Center meet the challenges of recovery in the year ahead as we continue to seek high-quality artists for future performances and keep Wharton Center running.

If you choose not to subscribe this season, please consider an additional donation to the Wharton Center Relief Fund to mitigate the financial impact. Generous donations will allow Wharton Center to continue enriching our community with education and engagement programs.