

FAQs for MAKM Concerts 2021-22

What is the cost of a season subscription?

Season Subscriptions prices are : \$307 for a standard subscription, \$292 for a senior subscription, \$107 for 30 year olds or younger.

What is the cost of single tickets?

Single ticket purchases are \$52 for standard, \$49 for seniors, \$22 for 30 year olds or younger.

How do I purchase tickets?

You may purchase tickets online at [Buy Tickets - Music at Kohl Mansion](#). You may also purchase tickets by phone at 650.762.1130 and if requested, tickets can be mailed to you.

How will I receive my tickets?

Tickets will be sold online and delivered digitally at the time of purchase. You may print your tickets at home or download them onto a smartphone to present at the door.

Have you changed your ticket prices?

Our ticket prices remain the same as they have been for the past four seasons. However, for simplicity and to streamline online ticket purchasing, handling fees are now included in the ticket price. No surprises at check out!

What Covid-19 safety protocols are in place in the Great Hall?

Great Hall capacity will be reduced to 50%-60% for the first part of our season, and will be amended should the rate of Covid-19 infections change significantly. Proof of Covid-19 vaccination will be required prior to entering the Concert Hall. For help with digital proof of vaccination, visit <https://myvaccinerecord.cdph.ca.gov/>. Masks will be required for staff and patrons at all times while indoors at the Kohl Mansion. For more information regarding Covid-19 in San Mateo County visit [Coronavirus - San Mateo County Health \(smchealth.org\)](#).

Will there be pre-concert talks?

Live pre-concert talks will not be held in the Kohl Mansion this calendar year. We expect to provide pre-recorded information about the programs via email and on our website for your enjoyment in advance of each concert! We are still working on plans and will provide more details closer to the opening of the season.

Will there be intermissions?

Yes – provided health and safety will not be adversely affected. However, we will remain flexible and may opt for a condensed concert format if that seems advisable. This may change as the season progresses, and we will keep you informed.

Will there be post-concert receptions?

At this time, no receptions are planned for our fall concerts in the interest of safety and comfort. Water will be permitted in the concert hall in spill-proof containers, and we encourage patrons to bring closed top water bottles.

Can we still meet the musicians after concerts?

Yes! We have invited all our artists to join us back onstage for a brief Q & A with the audience immediately following each concert.

Will you offer virtual programming as well as live concerts?

We are working on an option for limited virtual programming to supplement our full live season. Stay tuned for more information.

Will there be physical program books?

We will post programs on our website on or before each concert day and will email them to ticket holders. There may also be limited printed program handouts at the venue. This will be confirmed at a later date.

Will tickets be available at the box office on the night of the concert?

Online and phone ticket sales will close by 2 pm on each concert day. Remaining available tickets will be sold at the box office beginning one hour prior to each concert on a first come first served basis.

What if I have to miss a concert due to illness?

We encourage everyone to monitor their own symptoms and to stay at home if you feel at all ill. Provided you let us know at least two hours in advance of the concert, so that we can release your ticket to another patron, we will work with you to exchange your ticket for another performance or issue a refund or tax credit for donated tickets.

Why are your safety protocols stricter than state or county mandates?

Our plans have been made in response to the input we received from our patron community; we will continue to communicate with our community and will adapt our protocols as supported by both scientific evidence and public sentiment. Further, the safety and well-being of everyone involved with Music at Kohl remains our highest priority, we feel it is appropriate to adopt measures to provide a greater degree of safety than the minimum public health mandated requirements. Finally, while we are thrilled to return to live performance and remain optimistic about the continued abatement of Covid-19, the situation remains dynamic as rates of community transmission fluctuate. Therefore, we feel it prudent to make plans that allow some degree of flexibility as the season progresses. We remain committed to providing excellence in chamber music performance while keeping our audiences, musicians, staff, and volunteers as safe as possible.