



FAQs for MAKM Concerts 2021-22 Season

What is the cost of single tickets?

Single tickets are priced at \$52 regular adult, \$49 senior (62+), \$22 Gen Y&Z (30 yr. or under).

What is the cost of a mini-subscription?

The remaining 2022 concerts in our 39th Season are available as a mini-subscription package. Please [click here](#) to view the cost of mini-subscriptions.

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.

How will I receive my tickets?

Tickets will be sold online and delivered digitally at the time of purchase. Look for an email from our ticket provider at customerservice@ovationtix.com and please make sure to check your spam folder if you do not see it in your inbox. You may print your tickets at home or download them onto a smartphone to present at the door. We can print and mail your tickets upon telephone request at 650.762.1130 (8 or more days prior to concert.)

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 is your vaccination requirement?

Beginning March 6, 2022, Music at Kohl requires proof of up-to-date vaccination against COVID-19 for everyone ages 12 and up—including a booster shot at least one week prior to the concert—for entry into the Kohl Mansion. This expands upon our earlier requirement of proof of full vaccination against COVID-19 for everyone ages 12 and up entering the Mansion. To schedule a booster shot, visit <https://myturn.ca.gov>. For help with digital proof of vaccination, visit <https://myvaccinerecord.cdph.ca.gov/>.

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

Great Hall capacity is reduced to 50%-60% until further notice, and will be amended should the rate of Covid-19 infections change significantly. Well-fitting, properly worn masks are required for staff and patrons at all times while indoors at the Kohl Mansion. We highly recommend N95 or KN95 masks for maximum effectiveness. Cloth masks, masks with valves, gaiters, or scarves will not be permitted. All seats will be assigned for our ticket holders this season, on a concert-by-concert basis. Seating is socially distanced. Couples or groups may be seated together upon advance request by Thursday prior to each concert (650-762-1130 or MAKM@musicatkohl.org).

Will there be pre-concert talks?

Live pre-concert talks will not be held in the Kohl Mansion this calendar year. Program Notes will be provided on our website, and via email as well as in person for all ticket holders.

Will there be intermissions?

Yes, all concerts are planned to have a 20-minute intermission. Should this change, we will advise patrons in advance.

Will there be post-concert receptions?

At this time, no receptions are planned for our concerts in the interest of safety and comfort. You may bring water in closed-top, spill-proof containers, which may be consumed outside of the Concert Hall.

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?

Our October 31 concert by the Harlem Quartet with pianist Aldo López-Gavilán and January 16 concert with the Mesa-Yakushev Duo were recorded and broadcast earlier this season. We will announce another broadcast period for each of these concerts in the coming weeks. At this time, we do not have further concerts scheduled for broadcast.

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 will also be printed program handouts at the venue.

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 half hour prior to each concert on a first-come first-served basis. Please [check for availability](#) prior to coming to the venue on concert days.

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 patrons and will adapt protocols as supported by both scientific evidence and public sentiment. The safety and well-being of everyone involved with Music at Kohl remains our highest priority. We feel it appropriate to provide a greater degree of safety than the minimum public health mandated requirements. We are committed to providing excellence in chamber music performance while keeping our audiences, musicians, staff, and volunteers as safe as possible.