



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?

There are currently no mini-subscriptions available for the 2021-22 Season.

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. We can print and mail your tickets upon telephone request at 650.762.2230 (10 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 Covid-19 safety protocols are in place in the Great Hall?

Great Hall capacity is reduced to 50%-60% for the remainder of the season. Music at Kohl continues to require proof of up-to-date vaccination against COVID-19 for patrons ages 12 and up — and strongly recommends booster shots for all who are eligible. To schedule a booster shot, visit <https://myturn.ca.gov>. For help with digital proof of vaccination, visit <https://myvaccinerecord.cdph.ca.gov/>. If you are not eligible for a booster, we will request same day proof of a negative rapid test. Well-fitting, properly worn masks will be required for Patrons and staff at all times while indoors at the Kohl Mansion. We highly recommend N95 or KN95 masks for maximum effectiveness. For more information regarding Covid-19 in San Mateo County visit [Coronavirus - San Mateo County Health \(smchealth.org\)](https://www.smchealth.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. 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?

Our opening concert by the Harlem Quartet with pianist Aldo Lopez Gavilan was taped and broadcast in November, and our Mesa-Yakushev Duo concert in January was live streamed and broadcast in February. There are no plans to livestream or broadcast additional concerts this season.

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.

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, the situation remains dynamic as rates of community transmission and the possibility of variants are ever present. Therefore, we feel it prudent to make plans that allow some degree of flexibility as the season progresses. We are committed to providing excellence in chamber music performance while keeping our audiences, musicians, staff, and volunteers as safe as possible.

For questions, please contact us at 650-762-1130 or by email at MAKM@musicatkohl.org