

## Frequently Asked Questions

### Covid-19 Vaccination and Mask Policy

**Q: How are the resident companies of Duke Energy Center for the Performing Arts defining “fully vaccinated”?**

A: Per the CDC, “Fully vaccinated” requires the final vaccination dose to be administered at least fourteen days prior to the performance or event date.

**Q: Are your performers and staff vaccinated?**

A: The majority of our staff and performing artists are vaccinated, please refer to the applicable resident company FAQs. For performers under the age of 12 who cannot be vaccinated, negative PCR tests are required and are managed by the specific resident company.

**Q: What about City of Raleigh employees?**

A: The City is requiring employees and event staff to be fully vaccinated from Covid-19 by September 17 or be subject to weekly Covid-19 testing.

**Q: How do I show you proof of vaccination or negative PCR test when I arrive?**

A: We are developing an audience-friendly system and will update this information on September 30.

**Q: What if I forget my proof of vaccination?**

A: If you are vaccinated and forget your card, we will work with you to find an electronic record of vaccination.

**Q: I have received my first Covid-19 vaccination dose. Will my first-dose vaccination card be accepted at entry?**

A: Per the CDC, “Fully vaccinated” requires the final vaccination dose to be administered at least fourteen days prior to the event date. If you are not fully vaccinated, you will be required to show a negative Covid-19 PCR test taken within 72 hours prior to the event date.

**Q: I’ve had Covid-19. Do I still need to obtain a vaccine or be tested?**

A: Proof of vaccination or a negative Covid-19 PCR test taken within 72 hours prior to the event date is required.

**Q: Do I really need to wear a mask?**

A: Yes, and we know it has been challenging to keep up with mask-related government requirements. There is a City of Raleigh mask mandate currently in effect for indoor events.

**Q: Will you have concessions?**

A: We invite you to enjoy our concessions, however, ask that you wear your mask when not actively eating or drinking.

**Q: I am uncomfortable attending. May I receive a credit or refund?**

A: Our ticket policies are flexible, and we want to help! Please contact your resident company box office to discuss.

**Q: What about children under the age of 12?**

A: Children under 12 who cannot be vaccinated are a very special case. Under the current guidelines, a negative PCR test taken 72 hours prior to the event date is required. We are encouraged by news of vaccinations for those under 12 years of age and will adjust our policy as developments in this area evolve.

**Q: How long will this last?**

A: We are monitoring news out of the CDC and taking advice from NC DHHS and our medical advisors.

**Q: What are Duke Energy Center's health and safety protocols?**

A: The Duke Energy Center for the Performing Arts is the first multi-venue facility in North Carolina to receive top-of-the-industry certification on safety regarding infection diseases. This includes the highest safety certifications in air quality, surface cleaning, and policies impacting patrons and artists. [Learn more](#)

**Q: What if I am feeling unwell?**

A: Our ticket policies are flexible, and we want to help! Please contact your resident company box office for assistance.

**Q: Will you be offering virtual performances if I choose not to attend in-person?**

A: Please contact your resident company box office to discuss available options for streaming performances.

**Q: Are you offering socially distant seating?**

A: Please contact your resident company box office to discuss.

**Q: Does this policy apply to all events at the Duke Energy Center?**

A: Please be aware that other events may have varying requirements based on certain artist or performer guidelines. These requirements will be listed on the event page on the Duke Energy Center website, the purchase page on ticketmaster.com, and will also be sent directly to ticket purchasers.

**Here are some more helpful resources:**

On attaining a Covid-19 vaccine in Wake County: [Get Your COVID-19 Shot! | Wake County Government \(wakegov.com\)](#)

On attaining a Covid-19 PCR test in Wake County: [Free COVID-19 testing | Wake County Government \(wakegov.com\)](#)

On Covid-19 vaccine hesitancy: [COVID-19 Vaccine Hesitancy: 12 Things You Need to Know | Johns Hopkins Medicine](#)

Carolina Ballet Box Office 919.719.0900 Mon-Fri 10am-5pm, or [boxoffice@carolinaballet.com](mailto:boxoffice@carolinaballet.com)

North Carolina Opera Box Office 919.792.3853 Mon-Fri 9am-5pm, or [boxoffice@ncopera.org](mailto:boxoffice@ncopera.org)

North Carolina Symphony Box Office 919.733.2750 Mon-Fri 9am-5pm, or [tickets@ncsymphony.org](mailto:tickets@ncsymphony.org)

North Carolina Theatre Box Office 919.831.6941 Mon-Fri 1pm-4pm, or [nct@nctheatre.com](mailto:nct@nctheatre.com)

PineCone Box Office 919.664.8333 x4 Mon-Fri 9am-5pm, or [communications@pinecone.org](mailto:communications@pinecone.org)