



Here are a few answers to questions that you may have as you consider your group visit to Sight & Sound Theatres.

When is NOAH opening in Branson?

NOAH is now playing in Branson, MO. However, the Behind the Scenes Tour has been cancelled through August 31st.

When is QUEEN ESTHER opening in Lancaster?

All shows are currently cancelled through July 15th. We continue to monitor government guidelines and will set a new open date as soon as we can!

Are you willing to extend payment due dates and allow last minute changes to my reservations?

This is absolutely a season of exceptions. We have been extra willing to support our resellers however we can. We have extended payment due dates upon request, made changes to reservations within final sale (such as lowering the ticket count or even cancelling the reservation altogether), and other reasonable exceptions to our policies have been made when requested. These changes are made on a case by case basis. We are all on this journey together and trying to navigate things as best we know how.

Will my ticket price be impacted if I am limited by the coach company to 50% capacity?

HCI Bank Club Directors receive the same 10% discount when booking directly, regardless of group size. If you are limited by the coach company to 50% capacity, this will not impact your ticket price at S&S.

Will 2021 pricing be increased as a result of COVID-19?

You will see a price increase (\$3 increase) for JESUS in 2021, but that was established prior to current events, and is not a result of COVID-19.

What can I expect when I attend a show this summer?

Lancaster, PA & Branson, MO

300 Hartman Bridge Road, Ronks, PA 17572 • 1001 Shepherd of the Hills Expressway, Branson, MO 65616

Tel (800) 377-1277 Fax (877) 662-4849 SIGHT-SOUND.COM



The health and safety of our guests and team members is a priority. We have a dedicated safety team focused on staying up-to-date on CDC recommendations and government guidelines. At this time, we have made modifications to our seating, lobby, and how we interact with guests to help protect us all. Our box office, retail counters, and concessions have been equipped with plexiglass shields. We have safety awareness signage and sanitizing stations throughout the lobby, and our custodial staff will be wiping down surfaces as guests are entering and leaving the show, in addition to routine cleaning and sanitizing. Face masks are encouraged but not required for guests, and you may see some of our team members wearing them.

We believe that health and safety is a shared responsibility and ask that all guests follow recommendations from the CDC and do not attend a show if you have a fever, cough, or respiratory symptoms, or have recently been in contact with someone who was sick.

While we have taken enhanced safety measures, an inherent risk of exposure to COVID-19 exists in any public place. The CDC advises that senior citizens and those with underlying health conditions are especially vulnerable. By visiting Sight & Sound Theatres, you voluntarily assume all risk related to exposure of COVID-19.

We remain more committed than ever to creating the restful atmosphere that is essential to the Sight & Sound experience! We hope to see you soon!

EZRA WOOD | Partnership Sales Manager

Tel (417) 335-7900 ext. 7145 Cell 417-379-4709
SIGHT-SOUND.COM

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