



Caffe Lena  
"GOOD FOLK SINCE 1960"

47 Phila Street | Saratoga Springs, NY 12866  
518-583-0022 | [www.caffelena.org](http://www.caffelena.org)

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## STATEMENT REGARDING COVID-19

June 24, 2020

Dear Friends,

Caffe Lena will resume performances for a live, in-house audience in mid-July. Until that time, we will continue our online schedule of Stay Home Sessions on our YouTube channel, and Lunch Time Live on our Facebook page.

We will work diligently to protect everyone's health as we transition back to live performances. But, bear in mind that Covid-19 is still present in our population and any foray into the public sphere entails a certain amount of risk. By buying a ticket and coming to a concert, you are accepting that risk.

- You will be entering a venue that has been thoroughly cleaned according to CDC recommendations. We leave windows open after the show to bring in fresh air.
- We **require face coverings** to be worn from the time you enter the venue to the time you are seated, and at any time you leave your seat. We can provide you with a disposable mask if you forget yours.
- When you arrive at the show, please **practice social distancing** while waiting in line. You may stand with your party but please keep 6 feet between you and the next party. The floor will be marked.
- Only one group in the elevator at a time. Please only use the elevator if its medically necessary.
- **IF YOU ARE NOT FEELING WELL, STAY HOME.** You will be offered a full refund up to showtime. Just call **by showtime** to let us know: 518-583-0022.
- Our seating is set up to provide 6 feet of distance between parties. We ask that you limit contact with other patrons and remain with your party.
- Select menu options will be available as well as beer and wine.
- We are allowing **one person into each restroom** at a time.
- Our staff and volunteers will be wearing masks throughout the evening and will be practicing safety and sanitary precautions per NYS Department of Health Guidelines.

We thank you for your cooperation and for helping our community to stay healthy.

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## REFUNDS ON CANCELED SHOWS

We will get in touch through the email address you used to buy tickets as soon as we have a plan for your show. We are continuing to receive notifications of cancelled tours and we appreciate your patience as the music industry adjusts to the challenges.

Some shows are rescheduling for later in the year. In that case, we will invite you to hang onto your ticket and apply it to the new date. If you prefer a refund, we will issue it immediately. Some shows are not rescheduling.

Many tickets buyers around the country are donating their tickets to help offset dramatic financial losses for venues and the cancelled artists. Caffè Lena is proud to share donated ticket revenue with the cancelled artists. Please use this form to request a refund or to donate tickets <https://www.caffelena.org/cancellations-for-covid-19/>

If you have questions, please email Carolyn Shapiro - [carolyn@caffelena.org](mailto:carolyn@caffelena.org). Our office staff is working remotely, but we check messages regularly left at 518-583-0022