

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: It is a requirement of employment for our artist employees (dancers/musicians/vocalists) and guest artists to be fully vaccinated. Our respective administrative staff are also vaccinated. For performers under the age of 12 who cannot be vaccinated, negative PCR tests are required and are managed by Carolina Ballet.

Q: What about City of Raleigh employees?

A: The City of Raleigh is requiring employees, full and part-time as well as contract employees, to be fully vaccinated by September 17 or be subject to weekly COVID-19 testing.

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

A: We are developing an audience-friendly system for when you arrive at the theater and will update this information on September 30, 2021.

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 or help you transfer your tickets to a different performance.

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 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: We will be LIVE streaming all of our regular season Friday night shows for those wanting to change from live in person tickets to “virtual tickets”. Please email the Carolina Ballet Box Office to make the change. Gift Cards or transition to donations for any pre-purchased tickets is also available.

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 for children 3 years of age and older. 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: We can convert your tickets into “virtual tickets” to still enjoy the performance. Exchanges are available - exchange fees may apply. Please contact the Carolina Ballet Box Office for assistance.

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

A: Yes, we are live streaming the Friday evening performance of every program. Please contact the Carolina Ballet Box Office for more information about our “virtual tickets.”

Q: What time should I arrive?

A: Please plan to arrive at least 30 minutes before your shows start time to ensure plenty of time to get your vaccination/negative COVID-19 PCR test verified and digital tickets scanned before the performance begins.

Q: Are you offering socially distant seating?

A: Yes, if someone arrives at the theatre and is uncomfortable with their seat, they may request to be moved to an area with fewer occupants.

Here are some more helpful resources:

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

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

On Covid-19 vaccine hesitancy: [COVID-19 Vaccine Hesitancy: 12 Things You Need to Know | Johns Hopkins Medicine](https://www.hopkinsmedicine.org/health/conditions-and-diseases/covid-19-vaccine-hesitancy)