

TĀWĪHIRI festivals
and
experiences

OUR VALUES: HE TĀNGA MANAWA

Purpose: To uplift the mana of the Artist and The Arts

- ***Manaakitanga:*** uplifting the mana of all people through care, nurture and respectful relationships.
- ***Tāne te Wānanga:*** the pursuit of excellence in all our endeavours.
- ***Whanaungatanga:*** weaving together a team to create strength, trust and flexibility.
- ***Kōtahitanga:*** standing together with shared purpose and values.

Communications and Crisis

- Who
- What
- When

- Plan
- Prepare
- Practise

PLAN – PROCEDURE FOR DECISIONS

WELLINGTON JAZZ FESTIVAL 2021

CANCELLATION / POSTPONEMENT PROCEDURE

AHEAD OF THE PERFORMANCE

1. Staff raise issue to Leadership Team member
2. Leadership Team (Executive Director, Creative Director, Director Ngā Toi Māori, HODs) meet inviting relevant staff and consulting with artist/company
3. Decision is made to adapt/postpone/cancel by Executive Director or, in the event Executive Director is unavailable:
 - Creative Director – artist issue or any other issue other than:
 - Head of Technical – H&S, venue, technical issue
4. Key messaging of nature of cancellation/postponement agreed
5. Creative Director/ Director Ngā Toi Māori / Head of Programming informs artist
6. Executive Director informs Chair
7. Executive Director informs Heads of Department via phone/text and Head of Programming sends out all staff email
8. All Heads of Department manage staff to roll out Action Plan
9. All available staff to be delegated to attend to: venues to speak with patrons arriving, box office, office phone line

PLAN – PROCEDURE FOR DECISIONS

AT THE PERFORMANCE

1. Staff raise issue to Leadership Team
2. If immediate OH&S issue Venue Manager to contact Head of Technical and Production (HOTP) and decision to postpone / cancel may be made immediately by HOTP. HOTP to contact Executive Director, key messaging to audience/artists be agreed, then move to 5.
3. For all other issues, Leadership Team (Executive Director, Creative Director, Director Ngā Toi Māori and HODs meet) inviting relevant staff and consulting with artist/company. If time does not allow, Executive Director makes the call.
4. Decision is made to adapt/postpone/cancel by Executive Director or, in the event Executive Director is unavailable:
 - Creative Director – artist issue or any other issue other than:
 - Head of Technical – H&S, venue, technical issue
5. Key messaging of nature of cancellation/postponement agreed
6. Creative Director/ Director Ngā Toi Māori /Head of Programming informs artist (if applicable)
7. Executive Director informs Chair
8. Executive Director informs Heads of Department via phone/text and Head of Programming sends out all staff email
9. All Heads of Department manage staff to roll out Action Plan
10. All available staff delegated to be at venues to speak with audiences-who may arrive not having received the comms, answer the office phone line, update website, respond to emails.

PLAN – ACTIONS BY DEPT / ROLE

Programming [delegated to Producer]	Technical & Production	Marketing		Audience and Partnerships		HOP/Dep Exec Director	
<p>Manage impacts on:</p> <ul style="list-style-type: none"> •Artist •Logistics •Contract •Powhiri (if applicable) <p>Plan to transport artists back to accommodation / away from venue immediately or post-pack out. Producer to stay with artists until they are back at accom</p> <p>Follow up on artist wellbeing and concerns on a regular basis</p>	<p>Carry out H&S / incident protocols (if required)</p> <p>Inform:</p> <ul style="list-style-type: none"> •Venue Manager who liaises directly with venue FOH to ensure all staff briefed and can answer questions •Comms broadcast over tannoy or loud announcement where possible •Venue FOH – manage FOH messaging to audience •Staff •Suppliers <p>Manage impacts on:</p> <ul style="list-style-type: none"> •Scheduling <p>Check insurance implications</p>	<p>Refine cancellation key messages – seek approval for media statement from Executive Director</p> <p>Contact relevant media if applicable</p> <p>Contact reviewers</p>	<p>Refine and agree comms strategy with Executive Director</p> <p>Website & social media platforms updated. Alert on home page of Jazz Festival site.</p> <p>DMs/comments checked and responded to</p> <p>Venue signage in place</p> <p>Emails sent to all confirmed bookers as far ahead of time as possible</p>	<p>Contact Ticketmaster (for Opera House) or iTicket (Jazz Premiere Series)</p> <p>Enact ticket cancellation comms messaging.</p> <p>Contact all bookings via Festival (eg patrons, reviewers and competition winners)</p> <p>Box office signage</p> <p>Be at venue box office at showtime</p>	<p>Inform stakeholders if necessary</p> <p>Manage any impact on attending patrons, functions, inform venues/caterers</p> <p>Inform WN/WCC for public events</p>	<p>Request Ringa Awhina to update phone message</p> <p>Phones staffed and answered</p>	<p>Check contractual implications</p> <p>Prepare financial impact projection</p>

PREPARE

- Create comms scripts ahead of time for any staff / departments that need them
- Contact sheets on phones or lanyards

PRACTISE

- Briefings
- Drills

Communications and Crisis

- Who
- What
- When

- Plan
- Prepare
- Practise

GENERAL SCRIPTS

CANCELLATION WITH POSTPONEMENT TO FUTURE DATE (await direction from Executive Director). APPLIES TO ALL HEADLINERS

- **To Patrons/Partners/in-house bookings NB: Phone calls to be made.**

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

I am writing to inform you that due to circumstances beyond our control, unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We are looking to postpone to a future date and will be in touch with further information in the next few days.

We apologise for the lateness of this and the inconvenience it may cause.

Thank you for your understanding of this late, unforeseen change and don't forget there are still many jazz gigs taking place across the city, so do check out the Full-line up:

www.jazzfestival.nz

Thanks for your support.

- **To general public. NB: Phone calls to be made best approach to be discussed and agreed with ticketing provider.**

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

I am writing to inform you that due to circumstances beyond our control, unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We are looking to postpone to a future date and will be in touch with further information in the next few days.

We apologise for the lateness of this and the inconvenience it may cause.

Thank you for your understanding of this late, unforeseen change and don't forget there are still many jazz gigs taking place across the city, so do check out the Full-line up:

www.jazzfestival.nz

STRAIGHT CANCELLATION/NO POSTPONEMENT (await direction from Executive Director). APPLIES TO ALL HEADLINERS

- **To Patrons/Partners/in-house bookings NB: Phone calls to be made.**

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

I am writing to inform you that due to circumstances beyond our control, unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We apologise for the lateness of this and the inconvenience it may cause.

FOR PAID TICKETS ONLY: We will arrange for your ticket to be refunded, please do let us know the bank account number and account name that you would like the funds transferred into.

Alternatively, if you would like to convert the cost of your ticket into a Festival donation, please let us know and we will issue you a donation receipt. Thank you for your understanding of this late, unforeseen change.

There are still many jazz gigs taking place across the city, so do check out the Full line-up: www.jazzfestival.nz

Thanks for your support.

- **To general public. NB: Phone calls to be made best approach to be discussed and agreed with ticketing provider.**

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

I am writing to inform you that due to circumstances beyond our control, unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We apologise for the lateness of this and the inconvenience it may cause.

If you booked online, your refund will be automatically processed onto the card you used to book. If you purchased your tickets in person, please **FOLLOW THIS LINK** to claim your refund. If you have any questions about your refund, please get in touch with (**iTICKET/Ticketmaster**) directly at **THIS LINK**.

Thank you for your understanding of this late, unforeseen change.

There are still many jazz gigs taking place across the city, so do check out the Full line-up: www.jazzfestival.nz

Thanks for your support of the Wellington Jazz Festival. We do hope you will be able to join us next year.

CANCELLATION WITH OPTION TO SWAP – ST PETER’S SERIES ONLY

- **To Patrons/Partners/in-house bookings. NB: Phone calls to be made.**

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

I am writing to inform you that due to circumstances beyond our control, unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We apologise for the lateness of this and the inconvenience it may cause.

However, we would still love for you to enjoy a show in the 2021 Wellington Jazz Festival's St Peter's Series, and we have (insert number of shows) incredible shows with tickets still available if you'd like to transfer your ticket. We can arrange for the ticket to be collected at the venue from the VIP ticketing desk. Please do let us know by emailing (insert name and email) by (insert ideal date and time).

- **XX SHOW**
- **XX SHOW**

FOR PAID TICKETS ONLY: If you do not wish to transfer, we will arrange for your **ticket/s** to be refunded. Please let us know the bank account number and account name that you would like the funds transferred into.

Alternatively, if you would like to convert the cost of your **ticket/s** into a Festival donation, please advise and we will issue you a donation receipt.

Thank you for your understanding of this late, unforeseen change and for your support of the Wellington Jazz Festival.

- **To general public. NB: Phone calls to be made best approach to be discussed and agreed with ticketing provider.**

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

I am writing to inform you that due to circumstances beyond our control, unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We apologise for the lateness of this and the inconvenience it may cause.

However, we would still love for you to enjoy a show in the 2021 Wellington Jazz Festival's St Peter's Series, and we have (insert number of shows) incredible shows with tickets still available if you'd like to transfer your ticket. We can arrange for the ticket to be collected at the venue from the VIP ticketing desk. Please do let us know by emailing (insert name and email) by (insert ideal date and time).

- **XX SHOW**
- **XX SHOW**

If you would prefer a refund, please **FOLLOW THIS LINK** to claim it. If you have any questions about your refund, please get in touch with iTICKET directly at **THIS LINK**.

Thank you for your understanding of this late, unforeseen change and for your support of the Wellington Jazz Festival. We do hope you will be able to join us next year.

COVID LEVEL 2 COMMS - TO FIRST RELEASE TICKET HOLDERS

To Patrons/Partners/In-house bookings – Please note calls must also be made.

Kia ora **XX**,

We hope you are doing well in these uncertain times,

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that mass gatherings are now capped at 100 people.

SHOW NAME on **SHOW DATE** at **SHOW TIME** is still going ahead with a reduced audience capacity. As you booked early for **SHOW NAME**, your ticket is still valid. Other ticket buyers will be swapped to an additional performance at an earlier time.

We will be taking every precaution to keep you safe at this event, including ensuring social distancing, limiting audience capacity as per government guidelines, providing hand sanitiser and Covid-19 QR tracer codes. If you have your own mask, we recommend you bring it with you to the show. Masks and face coverings are part of keeping yourself safe and protecting others.

A friendly reminder that you must not attend a Wellington Jazz Festival headliner show if the following applies to you or any members of your group:

- You are currently subject to a 14-day isolation period
 - You are awaiting results from a COVID-19 test
 - You are feeling unwell with symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing/running nose, loss of sense of smell and/or taste)
 - You have come into close contact with any known or suspected case of COVID-19 in the past 14 days.
- You can view our full Covid-19 terms and conditions [here](#)..

If you no longer feel comfortable attending **SHOW NAME**, please get in touch and let us know asap.

Again, **SHOW NAME** on **SHOW DATE** at **SHOW TIME** is going ahead with a reduced audience and your ticket is valid.

Thank you for your understanding in this difficult time and for your support of the Wellington Jazz Festival. We look forward to seeing you at the show.

To general public

Kia ora **XX**,

We hope you are doing well in these uncertain times,

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that mass gatherings are now capped at 100 people.

SHOW NAME on **SHOW DATE** at **SHOW TIME** is still going ahead with a reduced audience capacity. As you booked early for **SHOW NAME**, your ticket is still valid. Other ticket buyers will be swapped to an additional performance at an earlier time.

We will be taking every precaution to keep you safe at this event, including ensuring social distancing, limiting audience capacity as per government guidelines, providing hand sanitiser and Covid-19 QR tracer codes. If you have your own mask, we recommend you bring it with you to the show. Masks and face coverings are part of keeping yourself safe and protecting others.

A friendly reminder that you must not attend a Wellington Jazz Festival headliner show if the following applies to you or any members of your group:

- You are currently subject to a 14-day isolation period
 - You are awaiting results from a COVID-19 test
 - You are feeling unwell with symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing/running nose, loss of sense of smell and/or taste)
 - You have come into close contact with any known or suspected case of COVID-19 in the past 14 days.
- You can view our full Covid-19 terms and conditions [here](#).

If you no longer feel comfortable attending the event and require a refund, please **FOLLOW THIS LINK** to claim it. If you have any questions about your refund, please get in touch with iTICKET directly at **THIS LINK**.

Again, **SHOW NAME** on **SHOW DATE** at **SHOW TIME** is going ahead with a reduced audience and your ticket is valid.

Thank you for your understanding in this difficult time and for your support of the Wellington Jazz Festival. We look forward to seeing you at the show.

TO SECOND RELEASE TICKET HOLDERS

To Patrons/Partners/In-house bookings – Please note calls must also be made. Iticket to be contacted to confirm plan.

Kia ora **XX**,

We hope you are doing well in these uncertain times,

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that mass gatherings are capped at 100 people.

As you purchased a Second Release Ticket for **SHOW NAME** on **SHOW DATE**, your ticket has been automatically changed to the earlier timeslot of **NEW TIME** with a reduced audience capacity.

We will be taking every precaution to keep you safe at this event, including ensuring social distancing, limiting audience capacity as per government guidelines, providing hand sanitiser and Covid-19 QR tracer codes. If you have your own mask, we recommend you bring it with you to the show. Masks and face coverings are part of keeping yourself safe and protecting others.

A friendly reminder that you must not attend a Wellington Jazz Festival headliner show if the following applies to you or any members of your group:

- You are currently subject to a 14-day isolation period
- You are awaiting results from a COVID-19 test
- You are feeling unwell with symptoms associated with COVID-19 (e.g. fever, cough, sore throat,

shortness of breath, sneezing/running nose, loss of sense of smell and/or taste)

- You have come into close contact with any known or suspected case of COVID-19 in the past 14 days.
You can view our full Covid-19 terms and conditions [here](#)..

If you no longer feel comfortable attending **SHOW NAME**, please get in touch and let us know asap.

Again, **SHOW NAME** on **SHOW DATE** is going ahead at the earlier time of **NEW TIME** with a reduced audience.

Thank you for your understanding in this difficult time and for your support of the Wellington Jazz Festival. We look forward to seeing you at the show.

To general public – Please note calls must also be made.

Kia ora **XX**,

We hope you are doing well in these uncertain times,

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that mass gatherings are capped at 100 people.

As you purchased a Second Release Ticket for **SHOW NAME** on **SHOW DATE**, your ticket has been automatically changed to the earlier timeslot of **NEW TIME** with a reduced audience.

We will be taking every precaution to keep you safe at this event, including limiting audience capacity as per government guidelines, providing hand sanitiser and Covid-19 QR tracer codes. If you have your own mask, we recommend you bring it with you to the show. Masks and face coverings are part of keeping yourself safe and protecting others.

A friendly reminder that you must not attend a Wellington Jazz Festival headliner show if the following applies to you or any members of your group:

- You are currently subject to a 14-day isolation period
- You are awaiting results from a COVID-19 test
- You are feeling unwell with symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing/running nose, loss of sense of smell and/or taste)
- You have come into close contact with any known or suspected case of COVID-19 in the past 14 days.
You can view our full Covid-19 terms and conditions [here](#).

If you no longer feel comfortable attending the event and require a refund, please **FOLLOW THIS LINK** to claim it. If you have any questions about your refund, please get in touch with iTICKET directly at **THIS LINK**.

Again, **SHOW NAME** on **SHOW DATE** is going ahead at the earlier timeslot of **NEW TIME** with a reduced audience.

Thank you for your understanding in this difficult time and for your support of the Wellington Jazz Festival. We look forward to seeing you at the show.

TO THIRD RELEASE TICKET HOLDERS

To Patrons/Partners/in-house bookings – Please note calls must also be made.

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that mass gatherings are capped at 100 people.

As a result of this, unfortunately your ticket for **SHOW NAME**, on **SHOW DATE** has been cancelled.

We sincerely apologise for the lateness of this and the inconvenience it may cause.

If you require a refund, please let us know the bank account number and account name that you would like the funds transferred into. If you would like to convert the cost of your ticket into a Festival donation, please do let us know and we will issue you a donation receipt.

Thank you for your understanding in this difficult time and for your support of the Wellington Jazz Festival.

To general public – Please note calls must be made. Iticket to be contacted to confirm plan.

Kia ora **XX**,

I have just left you a voicemail but also wanted to email.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that mass gatherings are capped at 100 people.

As a result of this, unfortunately your ticket for **SHOW NAME**, on **SHOW DATE** has been cancelled.

We apologise for the lateness of this and the inconvenience it may cause.

If you booked online, your refund will be automatically processed onto the card you used to book. If you purchased your tickets in person, please **FOLLOW THIS LINK** to claim your refund. If you have any questions about your refund, please get in touch with iTICKET directly at **THIS LINK**.

Thank you for your understanding in this difficult time and for your support of the Wellington Jazz Festival. We do hope you will be able to join us next year.

LEVEL 2 CANCELLATION WITH POSTPONEMENT TO FUTURE DATE (await direction from Executive Director) OPERA HOUSE

- **To Patrons/Partners/in-house bookings**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We are looking to postpone to a future date and will be in touch with further information in the next few days.

We sincerely apologise for the disappointment this may cause.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support.

- **To general public**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We are looking to postpone to a future date and will be in touch with further information in the next few days.

We sincerely apologise for the disappointment this may cause.

Thank you for your understanding for this late, unforeseen change and for your support of the Wellington Jazz Festival.

LEVEL 2 STRAIGHT CANCELLATION (await direction from Executive Director)

- **To Patrons/Partners/in-house bookings PAID**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We sincerely apologise for the disappointment this may cause.

If you require a refund, please let us know the bank account number and account name that you would like the funds transferred into. If you would like to convert the cost of your ticket to a Festival donation, please let us know and we will issue you a donation receipt.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support.

- **To Patrons/Partners/in-house bookings COMPS. NB: Partner comp approach to be decided on case by case basis.**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 2. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We sincerely apologise for the disappointment this may cause.

Your tickets will be returned to your complimentary allocation. These can either be saved and used for the 2022 New Zealand Festival of the Arts or 2022 Wellington Jazz Festival, or alternatively you can make a one-off increase to the donation portion of your patronage.

Thank you for your understanding for this late, unforeseen change.
Thanks for your support.

LEVEL 3 CANCELLATION WITH POSTPONEMENT TO FUTURE DATE (await direction from Executive Director) Please note: messaging and approach may vary for St Peter's Series and Opera House Headliners.

➤ **To Patrons/Partners/in-house bookings**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 3. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We are looking to postpone to a future date and will be in touch with further information in the next few days.

We sincerely apologise for the disappointment this may cause.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support.

➤ **To general public**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 3. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled. We are looking to postpone to a future date and will be in touch with further information in the next few days.

We sincerely apologise for the disappointment this may cause.

Thank you for your understanding for this late, unforeseen change and for your support of the Wellington Jazz Festival.

LEVEL 3 STRAIGHT CANCELLATION (await direction from Executive Director)

➤ **To Patrons/Partners/in-house bookings PAID**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 3. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We sincerely apologise for the disappointment this may cause.

If you require a refund, please let us know the bank account number and account name that you would like the funds transferred into. If you would like to convert the cost of your ticket to a Festival donation, please let us know and we will issue you a donation receipt.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support.

- **To Patrons/Partners/in-house bookings COMPS. NB: Partner comp approach to be decided on case by case basis.**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 3. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We sincerely apologise for the disappointment this may cause.

Your tickets will be returned to your complimentary allocation. These can either be saved and used for the 2022 New Zealand Festival of the Arts or 2022 Wellington Jazz Festival, or alternatively you can make a one-off increase to the donation portion of your patronage.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support.

- **To general public – For St Peter's Only**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 3. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We sincerely apologise for the disappointment this may cause.

If you booked online, your refund will be automatically processed onto the card you used to book. If you purchased your tickets in person, please **FOLLOW THIS LINK** to claim your refund. If you have any questions about your refund, please get in touch with iTICKET directly at **THIS LINK**.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support of the Wellington Jazz Festival. We do hope you will be able to join us next year.

➤ **To general public – For Whirimako Black/Nathan Haines/Rodger Fox only**

Kia ora **XX**,

We hope that you are doing ok in these uncertain times.

As you may know, as of **DATE** Wellington has moved into Covid-19 Alert Level 3. This means that unfortunately **SHOW NAME**, on **SHOW DATE** has been cancelled.

We sincerely apologise for the disappointment this may cause.

If you booked online, your refund will be automatically processed onto the card you used to book and you should hear directly from Ticketmaster. If you purchased your tickets in person or via phone, please **FOLLOW THIS LINK** to claim your refund. If you have any questions about your refund, please get in touch with Ticketmaster directly at **THIS LINK**.

Thank you for your understanding for this late, unforeseen change.

Thanks for your support of the Wellington Jazz Festival. We do hope you will be able to join us next year.

New Zealand Festival OF THE ARTS

21 Feb – 15 Mar 2020
Pōneke, Wellington

POSTPONEMENT/CANCELLATION SCRIPTS

THIS DOCUMENT AUGMENTS THE CANCELLATION POLICY PLAN

Includes scripts for:

- VENUE MANAGERS FOR ON THE DAY/NIGHT CANCELLATIONS
- MEDIA COMMS
- TICKETING
- MARKETING & FRONT DESK: WEBSITE AND INCOMING FESTIVAL PHONE ENQUIRIES

FOR AN IN VENUE CANCELLATION ON THE NIGHT

Executive Director will provide details of rescheduled performances if applicable

VENUE MANAGER is to announce the following script:

Reschedule

“Due to circumstances beyond our control, this evening’s performance of XXX has been cancelled. We can offer you tickets for XXX which is at XXVENUEXX on the following date/s xxxx. This is subject to availability.

You will receive an email from Ticketmaster regarding a refund or how to swap your tickets. We apologise for the disappointment”

Straight cancellation

“Due to circumstances beyond our control, this evening’s performance of XXX has been cancelled. You will receive an email from Ticketmaster regarding a refund or how to swap your tickets. We apologise for the disappointment”

FOR INFORMATION

When they contact Ticketmaster, they will swap out their ticket for a replacement. In certain circumstances, BUT NOT ALL, customers will be offered a refund. This will be confirmed before the announcement is needed to be made. Ticket buyers should keep a copy of their original ticket.

FOR AN IN VENUE CANCELLATION/POSTPONEMENT PRIOR TO THE EVENT

MEDIA COMMS: A media statement will be sent to local media and to Council contacts (Suzy/Sophie)

Outline for statement (to be signed off by HOM&S, HOT, ED, AD)

Due to circumstances beyond our control, this evening's New Zealand Festival of the Arts performance of XSHOWX has been cancelled. The Festival is offering ticket buyers to swap their tickets for XSHOWX which is at XXVENUEXX on the following date/s XDATEX. This is subject to availability. Ticket buyers should contact Ticketmaster directly to exchange their tickets.

NB - we may also require a statement/MR, dependant on the nature of the cancellation. This will be drafted by the ED.

SOCIAL MEDIA COMMS: A media statement will be sent to local media and to Council contacts (Suzy/Sophie)

Outline for statement (to be signed off by HOM&S, HOT, ED, AD)

Due to circumstances beyond our control, this evening's New Zealand Festival of the Arts performance of XSHOWX has been cancelled. The Festival is offering ticket buyers to swap their tickets for XSHOWX which is at XXVENUEXX on the following date/s XDATEX. This is subject to availability. Ticket buyers should contact Ticketmaster directly to exchange their tickets.

TICKETING: Ticketmaster email for Rescheduled Show

If a show is cancelled in advance, Ticketmaster will do emails out to customers.

The email copy will be approved by the Audience Services Manager and Executive Director.

MARKETING: Signage

Marketing will provide signage for venues with the following:

Due to circumstances beyond our control, this evening's performance of XXX has been cancelled. We can offer you tickets for XXX which is at XXVENUEXX on the following date/s xxxx. This is subject to availability. You can exchange your tickets from Ticketmaster by emailing XXX.

MARKETING/AUDIENCE AND AUDIENCE AND PARTNERSHIPS to organise someone to be at the venue to deal with any people who arrive on the day.