

# COVID-19 FREQUENTLY ASKED QUESTIONS

UPDATED: Wednesday, April 29, 2020

## General:

### 1. When will BOP STOP reopen?

*Currently, BOP STOP is scheduled to reopen on Thursday, May 28, 2020. This may change so please check this page regularly.*

### 2. Will performances be live streamed even though BOP STOP is closed to the public?

*At this point in time we are not live streaming any shows. Please follow BOP STOP on Facebook, Instagram, and Twitter because we are busy promoting music and musicians through our social media channels.*

## Refunds:

### 1. I bought tickets to a show and it was cancelled. Can I get a refund?

*Yes. If a show has been canceled due to COVID-19, you will receive an email from The Music Settlement within 48 hours of the cancelation. In the email, customers will be given an option to receive a full refund for their ticket purchase or to donate their ticket purchase to The Music Settlement. If a customer selects a refund, the funds take 5 – 7 business days to hit the credit card account. If a customer selects to donate the tickets to The Music Settlement, they will get a donation letter later this spring.*

### 2. I bought tickets to a show that has not been canceled yet. Can I get a refund?

*No. We do not give refunds for shows that have not been canceled. However, we will give you a credit to a future show. Our calendar is changing dramatically and we encourage you to check it regularly at [www.TheMusicSettlement.org/calendar](http://www.TheMusicSettlement.org/calendar) for updates.*

## Support:

### 1. How can I support BOP STOP when the club is closed?

*A great way to support BOP STOP is to purchase a gift certificate or merchandise by emailing Gabe at [GPollack@TheMusicSettlement.org](mailto:GPollack@TheMusicSettlement.org). Feel free to leave a review of the club on Google, Yelp, Facebook, Trip Advisor, etc. You can also make a donation online at [www.TheMusicSettlement.org/give/donate-now](http://www.TheMusicSettlement.org/give/donate-now).*