



Convention Facilities Statement Regarding COVID-19

Updated March 15, 2020

Due to the recent development with COVID-19 (Coronavirus) and recent announcements, the following public events have been postponed at the McAllen Convention Facilities:

Venue	Event	Date
McAllen Performing Arts Center	Beautiful: A Carole King Musical	3/15/2020
McAllen Convention Center	2020 RGV Homeshow	3/18/2020
McAllen Performing Arts Center	Celtic Angels	3/19/2020
Quinta Mazatlán	Monarch Celebration Festival	3/21/2020
McAllen Performing Arts Center	Valley Symphony Orchestra Concert V	3/27/2020
McAllen Performing Arts Center	Peppa Pig Live	5/8/2020

We realize that our patrons and guests have a variety of questions regarding their ticket purchases for various events. We are asking that all patrons hold onto their tickets as we work with our partners on rescheduled dates. As events reschedule, patrons will be notified of the postponement and the new event details as soon as we have them. Those who cannot make the rescheduled event date will have the opportunity to request a refund at the original point of purchase. Should your event cancel in the future, all tickets and parking paid will be automatically refunded to your original form of payment.

The McAllen Convention Facilities has a number of events scheduled for April 2020; for those events, we will continue to consult with local and state officials to determine appropriate next steps.

The health and safety of our fans, performers, employees, partners and our community are our highest concern. We have rigorous cleaning procedures in place and are taking necessary precautions with regard to COVID-19 (Coronavirus), following the recommended guidelines outlined by the Center for Disease Control (CDC). We remain in close contact with Hidalgo County Health and Human Services, City of McAllen, and other agencies and expect continued direction in the coming days and weeks. It is important we share with you the steps we are taking for your health and safety as Covid-19 situation continues to unfold.

- Our event teams are receiving ongoing briefings and enhanced operating protocols
- We have increased the frequency of cleaning in our public areas (including lobbies, elevators, door handles, railings, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant
- We have added antibacterial hand sanitizing stations to all entrances and high traffic areas
- Our staff, partners and guests are encouraged to remain vigilant and follow standard health precautions, such as consistent hand washing, covering coughs and sneezes, and following other routine hygiene protocol.

We appreciate your patience during this time, and we will continue to update and provide details as soon as they become available on our website. For more information, please visit www.conventioncenterdistrict.com.

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