



SWFL'S PREMIER DINNER THEATRE BROADWAY PALM

Dear Broadway Palm Customer,

First and foremost, I hope this email finds you safe and healthy during these challenging times. Although we have not determined our exact reopening date, I did want to provide you with an update and share some changes you can expect at Broadway Palm.

- **Reduced Capacity**

It is almost certain that when we reopen this summer, we will need to temporarily operate at a reduced capacity as to adhere to guidelines that will be in place for restaurants, entertainment venues and social gatherings. My team is working on plans to adjust our seating chart to create more space between parties. In addition, we will not be seating guests in different parties at shared tables during this time period.

- **Dining Options**

To further ensure the health and wellness of our customers, at least for the time being, we will be switching from buffet service to served meals including bread, soup, a house or Caesar salad, and choice of five entrees. And of course, a selection of delicious desserts including our famous macaroons.

- **Health and Safety**

We are in the process of developing a strict Return-To-Work Protocol for our employees that will include a health screening and questionnaire that all employees will need to complete before they are able to return to work. We will also be implementing new cleaning and sanitizing procedures throughout the facility. Please know we are committed to do everything we can to assure that when we are able to open our doors, it will be safe for both our employees and guests.

- **New Season**

We know many of you have been waiting for us to announce our 2020/2021 Season. The good news is that the season has been completed for over a month now, but we have been waiting to announce our lineup until a more appropriate time. Because of the overwhelming requests, we have decided to formally announce our new season on May 1st and that following week our current Season Subscribers will begin to receive their renewal brochures. Our current group customers will be next in mid-May and then on June 1st, tickets to our sensational 2020/2021 Season will be on sale to the general public. We will also be sharing the new season on our website and social media channels so please follow us on Facebook, Twitter and Instagram for the latest news and updates not only about next season, but also on our reopening plans.

- **Rescheduling and Cancellations**

Many of you have experienced a canceled performance due to this pandemic and a couple of key team members have been working remotely to help with these cancellations. We are happy to continue to provide full credits from those reservations that will be on your account at Broadway Palm which never expire and can be applied toward future ticket purchases. We are also able to offer a gift certificate which also does not expire. If you have any questions regarding a cancelled reservation or would like to request a gift certificate instead of a credit, please email our box office manager at Lois@BroadwayPalm.com. We are extremely grateful to you for your patience and understanding as we do our very best to navigate this challenging undertaking.

Although our curtains are down and our stages are currently dark, we are working hard on our reopening plan as well as our 2020/2021 Season. We will continue to follow the orders and guidance as issued by the Governor of Florida and plan to reopen when it is deemed safe for both our employees and customers to be entertained once again. I'm so thankful for all of your encouragement during these uncertain times and appreciate the support you've given Broadway Palm over the last 27 years. Please be safe, stay healthy, social distance and we will get through this together.

Respectfully,

William T. Prather
Owner & Executive Producer