

Due to the unparalleled events surrounding the COVID-19 (Coronavirus) outbreak, the Subaru Box Office located inside of Grossinger Motors Arena will be closed until further notice. Due to the rapidly changing circumstances in Illinois, and our ongoing efforts to keep our patrons and our employees safe and healthy, we felt it was necessary to make this difficult decision.

We deeply regret any inconvenience this may cause to our patrons, and we thank you for your patience as the current situation continues to rapidly evolve.

The current status of each of our events (as of Friday, June 5, 2020) is as follows:

3/13 Guns N' Hoses Hockey – rescheduled for 8/29/20 at 5:00pm

3/14 Lauren Daigle – rescheduled for 3/13/21

3/21 FPHL Hockey – Canceled

3/15 – 5/2 Marauders Football Season – Canceled

4/4 Casting Crowns – rescheduled for 10/2/20 at 7pm

CIFSC Spring Ice Show – rescheduled for 9/12/20 at 5:00pm

5/7 – 5/10 Cirque du Soleil - Canceled

As new information becomes available, we will continue to update here.

For events with newly rescheduled dates (Lauren Daigle): If you are able to attend, no action needs to be taken and the tickets you have in hand will be valid for the new date. If you are unable to attend on the new date, refunds will be available at the point of purchase for a 30 day period that will through June 20, 2020. Ticketmaster purchasers will be able to login to their Ticketmaster accounts and click on the "Request Refund" option. Those who purchased in person from the box office, can email [Arena@cityblm.org](mailto:Arena@cityblm.org) to request a refund on tickets.

For events that have been rescheduled (Casting Crowns, Guns N' Hoses, CIFSC Ice Show): If you are able to make these new dates, no action needs to be taken and the tickets you have in hand will be valid for the new date. If you are unable to attend on the new date, refunds are available at the point of purchase.\* (Ticketmaster purchasers should read below for a message from Ticketmaster.)

For events that have been canceled (FPHL Hockey, Marauders Football, Cirque du Soleil): Ticketmaster has been notified of these changes, and at some point in the coming weeks, will be processing mass refunds for those who purchased online at [www.ticketmaster.com](http://www.ticketmaster.com). (Please read Ticketmaster message below.) Patrons who purchased directly from the box office using a credit card will also be automatically refunded.\*

\*For those patrons who are unable to attend the rescheduled events, AND who purchased directly from the box office, please contact [Arena@cityblm.org](mailto:Arena@cityblm.org) to make arrangements for getting your refunds handled in a timely fashion.

We hope that you all stay safe and healthy during these extraordinary times and we look forward to seeing you back at Grossinger Motors Arena once the risk has passed. Take care of yourselves and your loved ones!

#### A Message from Ticketmaster:

Hi live event fan,

One or more of your events have changed.

To find out the status of your event(s), as well as more information regarding the cancellation and rescheduling of live events, go to [ticketmaster.com](https://www.ticketmaster.com) and follow these simple steps:

At the top of the home page, you'll find two links: [Find the Status of Your Event](#) and [Information Regarding the Cancellation and Rescheduling of Live Events](#).

- Under the "[Find the Status of Your Event](#)" link, you will find all events that have been cancelled, postponed, or rescheduled.
- To change the city you are searching, click the city link next to '**All Event Status Updates Near.**'
- To filter by Cancelled, Postponed, or Rescheduled events, click the drop-down menu on the left.
- To filter by Category, click the drop-down menu in the middle.

For Postponed and Rescheduled Events: If you're selling tickets to these events, the listing with the old date will come down — then just list the new tickets with the new date (once confirmed) from [My Account](#) on your computer or mobile device.

We are working with the event organizer to identify new dates (for events that are postponed), and we will contact you as soon as we have confirmation. For rescheduled events, that information will be listed on our [website](#) by your event. If your event's organizer is offering refunds for a postponed or rescheduled event, this option (a refund link) will be visible under the order in your [Ticketmaster account](#).

For any canceled events: Due to the unprecedented volume of cancelations, please note that your account will be refunded within the next 14 - 21 days. If the tickets were transferred to you, the refund will go to the fan who originally bought the tickets from Ticketmaster.

We appreciate your patience during this time.

Thanks for being a fan.

Ticketmaster Fan Support