

Statement from the Wicomico Youth & Civic Center regarding Jersey Boys

A performance of the Jersey Boys was scheduled to take place at the Wicomico Youth & Civic Center on March 28. The show was a collaborative effort between the Wicomico Youth & Civic Center (the venue), Broadway in Salisbury (the promoter) and the Jersey Boys Touring Company/Dodger Theatricals (the producer of the show and employer of actors, musicians and technical staff).

The show was unexpectedly postponed the night of the performance.

To better inform the public regarding events related to the Jersey Boys show, the Wicomico Youth & Civic Center would like to address three items: the current status of the show, the events that led to the postponement of the show, and the County's response to the public waiting outside.

Current Status

Immediately following the Jersey Boys postponement on March 28, the Civic Center offered several dates to Broadway in Salisbury, who in turn shared them with Jersey Boys Touring Company, in the hopes that the Jersey Boys Touring Company could add a reschedule date in the remainder of their North American tour. Since then, Civic Center staff has maintained close communication with Broadway in Salisbury to confirm a reschedule date.

In spite of Broadway in Salisbury's best efforts, the Jersey Boys Touring Company has not confirmed a reschedule date. The Civic Center has no intention of keeping ticket holders in limbo for an unreasonable amount of time. We will continue to push for a resolution.

We will keep ticket holders informed of any news regarding a reschedule date.

Refunds are still available to customers who are not interested in a reschedule date – and will remain available for at least two weeks after a reschedule date is announced. Refund procedures can be found at <http://bit.ly/JerseyBoysWYCC>.

Show Postponement

On show day, County staff worked cooperatively with the Jersey Boys Touring Company production team to prepare for the show. During a lighting check, a motor inadvertently knocked out an overhead ceiling tile and slightly damaged the ceiling tile grid above the stage. Representatives of the show, citing a safety concern, called for a stop to production until the ceiling was inspected by a structural engineer. Within one hour, the Civic Center dispatched two professional engineers to the site who inspected the ceiling and certified that there was not a safety hazard.

After the inspection, the Civic Center anticipated production would resume and expected the show to take place with minimal delay. Unfortunately, the decision on whether or not to proceed with the performance was delayed by the Jersey Boys Touring Company until it became impractical for the show to take place. Both the Civic Center staff and Broadway in Salisbury staff made every effort to avoid a postponement / cancellation.

Response to Customers

The Civic Center's communication with customers on show night was unacceptable; not to the level that we expect from ourselves and certainly not to the level that the public deserves. Customers were left largely uninformed and rightfully upset. We take responsibility for this lack of communication and will work diligently to ensure this never happens again.

Contractually, the venue was not approved by the Jersey Boys Touring Company to let ticket holders enter the building, leaving hundreds of customers waiting outside. Understandably, this was a large source of frustration, but was out of the venue's control.

We will work to regain public confidence so that residents and guests can continue to enjoy the many events the Civic Center has to offer.

Meanwhile, the Civic Center continues to operate as normal, hosting the Faith Filled Women's Conference on March 30 for 1,100 participants and the for King and Country concert on March 31 for 3,000 fans. The venue will also host the Mission of Mercy free dental clinic April 5-6, which attracts thousands of area residents.

For more information on the Civic Center, visit www.wicomicociviccenter.org.