

## **Ticket Purchases and Seating Policies:**

All advanced reservations must be paid at the time of booking. No reserved seating without payment will be permitted.

**Online reservations:** To make an online reservation, follow the instructions on the ticketing page and pay with credit card (Visa or Mastercard only) or mail check. See below for specifics on check payments.

Those who prefer not to use a credit card may mail a check to Curtain Players at PO Box 1143, Westerville, OH 43086. Advanced payment by check must be received at least three days prior to the desired performance. Upon receipt of the check, a representative will call to confirm the reservation and seat selection.

Online ticketing availability ends two hours prior to the performance.

**Door sales:** Tickets may be purchased at the theater on the date of your preferred performance, **if there are seats available** using credit card (Visa or Mastercard only), cash or check (made out to Curtain Players). The theater and the box office open 30 minutes prior to performance. It is highly recommended to purchase your tickets in advance to guarantee your seat at the event.

**Printed tickets:** Our online system generates email notifications to confirm reservations. The email confirmation will contain a link that may be used to print tickets. It is recommended that you print out your tickets and bring them to the theater. This enables patrons to bypass box office lines and have the ushers seat you. If you are unable to print the tickets, just come to the theater and the box office will issue your seat tickets.

**Refunds:** There are no refunds, unless there is an administrative error such as accidental double-booking of reservations, charging an adult price for a student/senior ticket or failure to provide the group rate for groups of 10 or more.

**Exchanges:** With proper advanced notification\*, tickets may be exchanged to a different performance of the same production if there are seats available for the desired exchange date.

*\*Proper advanced notification* is defined as at least two hours prior to the performance a patron wishes to exchange from.

**Cancellations:** If you are unable to use your tickets and cannot exchange them to a different performance, please inform us no later than 2 hours before the scheduled performance. If we are able to resell the tickets, you may be given **credit for a donation**. Please note that there are no refunds. See refund policy above for further information.

**Waiting Lists for Sold-Out Performances:** We do not maintain waiting lists for sold out performances. Patrons are welcome to come to the theater on the date of their preferred performance and stand in line at the door. If we have last minute cancellations, we will re-sell those tickets to those standing in line – first-come, first-served.

**Handicap Seating:** Curtain Players' theater is handicap accessible. We have handicapped seating in Seats A13 and B1. We recommend that handicapped patrons who require special seating call to insure that special seating requirements can be met or choose the accessible seating online.

**Service Dogs:** Service dogs are welcome at Curtain Players. If you are bringing a service dog with you, we recommend that you call to make special seating arrangements, so that we can insure the most comfortable seating arrangement for you and your animal.

**Donations:** Curtain Players is a non-profit organization. The generous donations of our patrons help us to maintain the theater and our equipment. Donations may be made online at any time as well as at the theater.

**If you would like further information or assistance with your reservation, please phone 614-360-1000 or email [reservations@curtainplayers.org](mailto:reservations@curtainplayers.org).**

