**Ticketing Policies and Procedures 2017-2018**

* ***Our shows start promptly at 7pm or 2pm. Please arrive at least 15 minutes before the showtime to assure on time seating!***

**Ticket Purchases**

* Tickets are available anytime at our website for $13.41 ($12.00 plus $1.41 ticketing fee) before the day of the show!!
* Tickets can be purchased for $15.50 each ($14.00 plus $1.50 ticketing fee) the day of the performance at the Box Office, however, we cannot guarantee a seat.
* All tickets sold the day of the show will pay the $15.50/ticket price.
* In order to receive the $13.41 advance ticket price, tickets must be paid for at the time the reservation is made or before the day of the show.
* Discounts are available for groups of 10 or more with payment in advance. Please call the Box Office for more information.
* The ticket fee is a $.99 + 3.5% ticket fee and is added on to the ticket price (either $12 or $14) at the time of the sale.

Using our website to purchase your tickets is the preferred method! It allows you to choose the seats that you want and allows you to print your own tickets; no waiting in line to pick up your tickets!

You can still use our Ticket Hotline (863-675-3066) to purchase your tickets. At the time of the phone call we will need:

* Your Name
* Date of performance
* Number of tickets
* Call back number so we may have a volunteer complete the sales transaction
* Note – the tickets cannot be held and you will not receive the discounted price per ticket unless the tickets are paid for in advance.

Once the ticket sale has been processed, the tickets will be placed in the Will Call Box for pick up the night of the performance, unless other arrangements are made at the time of the sale.

**Exchanges**

If at any time, you are not able to attend a performance that you have purchased a ticket for, you can gift them to your friends or family or you may exchange them for a different day of the same production. The exchange is at no charge, however:

1. The exchange must take place at least 48 hours **before the original performance**
2. We cannot guarantee the same seat as your original ticket
3. We cannot honor tickets at another performance unless they are exchanged in advance
4. **Tickets are not refundable!**

We are happy and willing to work with anyone with any ticketing questions/needs.