



## **Ticketing Policies**

### **TICKET OFFICE HOURS**

In season the Ferguson Ticket Office is open Monday-Friday from 10am-2pm. Additionally, on performance nights, the Yoder Ticket office opens at 7pm (60 minutes prior to curtain) and remains open 30 minutes after the show begins.

### **EXCHANGES**

We are pleased to offer all patrons the option of exchanging tickets for another TRR performance. If a patron is unable to attend a performance, they may, based on availability, exchange their tickets for seats to another performance during our current summer performance season. For exchanges, tickets must be brought into the Ferguson Center Ticket Office at least 48 business hours prior to the performance. There is a \$2.00 per ticket processing fee for all exchanges. This processing fee is waived for Season Ticket Subscribers. TRR Subscribers may exchange their tickets for another TRR performance up to two hours prior to the performance.

### **LOST/MISPLACED TICKETS**

If you have lost or misplaced your tickets please come to the Ticket Office prior to the performance for assistance. There is a \$1.00 per ticket replacement fee.

### **TICKET DONATIONS**

Unused tickets can be donated back to the Ticket Office ninety minutes prior to the start of the performance. A letter acknowledging your gift in kind will be mailed for tax purposes.

### **REFUNDS**

TRR cannot offer refunds on any tickets.

### **CHILDREN**

All persons, regardless of age, must have a ticket for admittance to TRR. Please carefully consider whether a performance is appropriate for children before planning to attend. Most performances are not appropriate for children under five. Should a child be unable to sit quietly in his/her seat throughout a performance, our ushers will request that the child be removed from the theatre.

### **LATE SEATING**

For the consideration of the artists and our patrons, anyone arriving while a performance is in progress will be seated only at times designated by the artist and their management. Late arriving patrons will be directed to remain outside the theatre until a designated seating time, and may be directed to seats in the rear of the theatre until intermission.

### **CAMERAS & ELECTRONIC RECORDING DEVICES**

Due to copyright restrictions, TRR maintains "no camera" policy. Our staff is legally required to enforce this policy due to our agreement with the play's rights-holders and Actors Equity Association.

### **IN CASE OF EMERGENCY**

Parents and doctors are advised to leave their seating location (located on the ticket) and our emergency number, (757) 594-7053 with their sitter or service. House Management will be able to reach you in the event of an emergency.

### **LOST AND FOUND**

To inquire about personal belongings that may have been left in the theatre, call the Yoder Ticket Office.