

SPOKANE CIVIC THEATRE TICKET POLICIES

Ticket Purchase: Tickets may be purchased at Spokane Civic Theatre (SCT) box office at 1020 N Howard or by phone at 509-325-2507 during regular hours: 2PM-6PM Tuesday-Saturday (Saturdays during the season only); and two hours prior to main stage shows. Or, ticket orders may be mailed along with payment - include the show, date and seating preference. Tickets may also be purchased through TicketsWest. (TicketsWest is SCT's only authorized ticket seller. Beware - other agencies may charge excessive fees and may not deliver your tickets.) Tickets must be paid for in full when ordered. Seating is on a first-come, first-served basis - exact seat placement can't be guaranteed, but we will get you as close to your request as possible. **No refunds will be given.**

Phone and mail order tickets will be held at will-call, unless a self-addressed stamped envelope is provided or a mailing fee is paid. Online will-call tickets will be printed after 4PM the day of the performance and held at SCT will-call. Bring the online receipt showing the account number in case of ticketing issues.

Tickets are priced by age category. Students are 5 - 25 years of age, seniors are 65 years and older, and all others without military ID will be charged the adult price. Children under 5 (including babes in arms) are not admitted to performances. The only exception are the Academy productions which children 2 and up are allowed with a purchased ticket and accompanied by an adult with a purchased ticket (still no babes in arms).

All tickets sales are final and no refunds will be issued for unused tickets.

Exchanges: You may exchange your tickets for another performance in the same season. All exchanges must be made 24 hours prior to the original ticket date. We must have the tickets in hand to make the exchange. If exchanging to a higher-priced show, the difference must be paid.

Tax Donations: Unused tickets may be donated to SCT for a tax credit, if released 24 hours prior to the date on the tickets. Tickets must be returned to the Box Office before a tax letter is issued.

Sold-out shows: A waiting list will be started one hour prior to curtain for that show date only. You must be present when unclaimed tickets are released; they will be sold on a first-come, first-served basis to those on the waiting list. **Comp, coupon-due, or voucher-due tickets not claimed by 10 minutes to curtain may be released for sale.**

Cancellation: If a performance is cancelled, you may exchange your tickets for another performance date or show during the same season or donate the ticket for a tax credit. **No refunds will be given.**

Content: Spokane Civic Theatre will attempt to provide adequate warning regarding adult content; however, we will not refund tickets based on dislike of content or audience interpretation.

Season Subscribers have the option to choose seats and dates at time of purchase, get coupons to redeem for seats/dates at a later time, or do some of each. Unless seats/dates have been chosen, a seat at any given show or run of a show is **not guaranteed**, especially after tickets go on sale to the public. Redemption of a coupon for seat/date may be done in person or by phone at the Box Office during regular hours, or by mail. The appropriate coupon must be surrendered in order to receive the ticket.

In the event of a sell-out, Subscribers will be given priority prior placement on the waiting list for their first choice of any show in the run. Once the list goes public, all patrons will be placed on the list on a first-come, first-served basis. Placement on the waiting list does not guarantee a seat for that show, just first option for any seats that become available.

Unredeemed coupons may be used for a show of equal or lesser value **on the same stage during the same season.** At the end of the season, Spokane Civic Theatre may, at its discretion, allow subscribers to redeem two lesser-value coupons or one lesser-value coupon, plus an additional amount, for a higher-value show in order to use the coupons before they expire. Main Stage and Studio coupons are not interchangeable.

NOTE: No refunds. Season, schedule and artists are subject to change without warning or advance notice.