

TICKET POLICIES

Ticket Purchase: Tickets may be purchased in person at our Box Office at 1020 N Howard St or by phone at 509-325-2507 during regularly scheduled hours, or by mailed request including the show, date, seating preference and payment. In addition, tickets may be purchased through TicketsWest online, by phone, or at one of their ticket offices. Tickets must be paid for in full at the time of purchase. Tickets are issued on a first-come, first-served basis. We will place you as close to your seating request as possible. **No refunds will be given.**

Please note, **Spokane Civic Theatre's exclusive ticketing partner is TicketsWest.** Our website and www.TicketsWest.com are the only internet sites licensed to sell tickets to performances at Spokane Civic Theatre. **No other sites have been authorized by Spokane Civic Theatre management to sell, resell or auction tickets.**

Main Stage Box Office Hours are 2:00-6:00pm Tuesday- Friday and 2 hours prior to Main Stage shows. Studio Theatre Box Office is only open 1 hour prior to Studio Theatre shows for day-of will call and in person purchases.

All phone/mail order tickets will be held at will call, unless a self-addressed stamped envelope is provided or a \$3 mailing fee is paid. Unless the patron requests them to be mailed (for an extra fee), online tickets will be printed the day of the performance and held at will call. Please bring your online receipt in case of ticketing issues.

Tickets are priced by age category and show type. Students are 5 - 25 years of age, seniors are 65 years and older, and all others without Military ID are considered Adults. Children under the age of 5 are not admitted to performances. **All tickets sales are final and no refunds will be issued for tickets for any reason.**

As of January 14, 2019 there will be a \$5 Box Office Fee for ticket orders in person and over the phone.

Exchanges: If you are unable to attend the show for which you purchased tickets, you may request an exchange from the theatre box office. All exchanges must be made prior to the date printed on the tickets for another performance in the same season. If exchanging for a higher-priced show, difference must be paid. We must have the original tickets in hand to make the exchange.

Tax Donations: Unused tickets may be donated to the Theatre for a tax credit if released prior to the show date. Donated tickets may not be exchanged and they must be returned to the Box Office before a tax letter is issued.

Sold-out shows: In case of a sold out show, a waiting list will be started one hour prior to curtain for that show only. Those on the waiting list must be present when tickets are released. Released tickets will be sold on a first-come, first-served basis to those on the waiting list. Patrons must be in the foyer when seats become available, or the purchase option passes to the next person on the list. **Coupons due, complementary, or vouchers due tickets not picked up by 10 minutes to curtain time may be released for re-sale.**

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

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 Ticket Holders: Purchase of Season Ticket coupons does not guarantee a seat at any given show or run of a show; they must be redeemed for a ticket. Coupons are sold at a significant discount, and season ticket holders are allowed to redeem them well before tickets go on sale to the general public. Redemption of a coupon may be done in person, by phone at the box office during regular hours, or by mail. It is recommended that coupons be redeemed as early as possible. The appropriate coupon must be surrendered in order to receive the ticket. Season Ticket Holders who choose to get tickets rather than coupons are guaranteed that seat. **No refunds will be issued for season tickets.**

In case of a sold-out show, Season Ticket Holders will be given first priority on the waiting list of the show of their choice until the list is opened to the public an hour before the show. At that time, 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, just first option on any seat(s) that become available. Patron must be in the foyer when seats become available, or the purchase option passes to the next person on the list.

Any unredeemed coupons may be used for a show of equal or lesser value on the **same stage** during the season.

PLEASE NOTE: No refunds. Season, schedule and artists are subject to change.

As of: 1/24/2019