

BOX OFFICE AND SEASON TICKET INFORMATION

SEASON TICKET PRICING

SEASON TICKET PACKAGE: \$60

Season Ticket Benefits:

- **Five shows for the price of four**
- **Great seats**
- **Guaranteed seats for each production**
- **Unlimited ticket exchanges: Only subscribers can exchange their tickets. To exchange your tickets, please see Ticket Exchange Procedure below.**

SEASON TICKET SALES

Season tickets go on sale in July and continue to be sold throughout the run of the first show of the season. Tickets may be purchased online, by mail, or in person at the box office.

Tickets will be issued for each show of the season according to the performance night/matinee requested on the order form (day of the week and 1st, 2nd or 3rd weekends).

Unless other special requests are made, the best available seats will be issued to season ticket holders on a first come basis.

Tickets will NOT be mailed; but letter indicating assigned seats will be mailed to the ticket holder at least two weeks before the opening of the first show of the season or, if the purchase is made later, within two weeks of receipt of the order form. Tickets will be available for pick-up at Will Call sixty minutes prior to the performance.

Tickets may be exchanged at any time up to 24 hours before the performance by phone, email, or in person at the box office. (see *Ticket Exchange Procedure* below)

BOX OFFICE INFORMATION

281-424-7617

boxoffice@baytown.littletheater.org

Box Office Hours: 5-8 pm on days of evening performances; 1-2:30 pm on days of matinees. Box Office Hours are subject to change without notice. Please call to verify times.

Transactions/exchanges for any future date or production will not be processed one (1) hour prior to any performance to ensure that customers attending that performance have the full attention of the box office staff.

Box office volunteers will monitor phone messages daily beginning two weeks before the opening of a show.

TICKET EXCHANGE PROCEDURE

Only season ticket holders may exchange tickets. Tickets may be exchanged for another performance of the same show. Exchanges can be made any time up to 24 hours before the performance. If you miss your scheduled performance date, your tickets will not be refunded or rescheduled.

TO EXCHANGE TICKETS BY PHONE:

Call 281-424-7617 and leave a message including: your name, your telephone number, the date and time of the performance of the ticket(s) you wish to exchange, and the date and time of the performance you want to attend (please give alternative dates in the event a show is sold out)

A box office volunteer will return your call within one week (24 hours if it's within 2 weeks of opening) with a confirmation of the change

Exchanges cannot be made one (1) hour prior to ANY show to ensure that customers attending the performance do not miss their show opening.

TO EXCHANGE TICKETS BY EMAIL:

Email the box office the following information your name, your telephone number, the date and time of the performance of the ticket/s you wish to

exchange, and the date and time of the performance you want to attend (please give alternative dates in the event a show is sold out).

A box office volunteer will confirm the change by email within 2-3 days (12-24 hours if it's within 2 weeks of opening).

TO EXCHANGE TICKETS IN PERSON:

Come in to the box office during posted box office hours to make the exchange.

Exchanges cannot be made one (1) hour prior to ANY show to ensure that customers attending the performance do not miss their show opening.

SEASON TICKET EXCHANGE TERMS & CONDITIONS

- Tickets must be exchanged at least 24 hours prior to your performance date.
- Tickets may be exchanged within the same show ONLY.
- In order to be seated together, all tickets to be exchanged must be changed together.
- Exact location of seats may be chosen in person at the Box Office Window.
- Tickets are never refundable.

GENERAL THEATRE INFORMATION

Missed Performance Policy:

If you miss your scheduled performance date, your tickets will not be refunded or rescheduled.

Group Sales:

The theater encourages groups to attend our performances. We offer one complimentary ticket for every fifteen people in the group. Groups are asked to make their reservations as soon as possible. Payment for the tickets is required at least two weeks before the opening of the show or upon booking.

Reservation Policy:

Due to the limited space in the theater, all reserved tickets must be paid for at the time of the reservation. Payment by credit card is preferred; checks may be mailed or brought to the box office during box office hours, but not within one hour of a performance. If payment is not received within one week of making the reservation or 24 hours before the performance (whichever is sooner) the reservation may be cancelled.

Late Seating Policy:

Please arrive on time! Late seating will be at the management's discretion. The theatre doors are open thirty minutes before curtain. Due to the limited size of the theater, open seats may be filled five minutes before curtain. If you know you will be arriving late, please call the theater at 281-424-7617 in order to have your seat held.

Children:

Please contact our Box Office to assist you in determining the suitability of our productions for children.

Smoking Policy:

Smoking is not allowed in the theater or theater lobbies.

Accessibility:

The theater is wheel chair accessible. If you need wheelchair seats, please call the box office to check on availability.