

## FREQUENTLY ASKED QUESTIONS (FAQ)

**Q: I purchased seats for a show but did not receive an invoice nor my tickets.**

A: Check your SPAM/Junk folder to see if your computer is blocking these emails. You can also get another copy by going to the screen where you purchased tickets. Click on "FIND MY TICKETS" (top right of screen) and plug in the same email address you used to purchase your tickets.

**Q: I purchased tickets but do not have access to a printer.**

A: You are welcome to present an eticket on your cell phone.

**Q: I purchased tickets but do not have access to a printer nor a cell phone.**

A: Although the Box Office prefers that you have a printed/electronic copy of your ticket, you may also present to the Box Office by giving them your name.

**Q: A friend purchased a ticket for me and I am not able to get a printed/electronic ticket.**

A: You may present to the Box Office without the ticket. You will need to know under whose name the ticket was purchased.

**Q: I am in a wheelchair. Is there seating for me?**

A: The theatre has 2 seats designated for those in wheelchairs: A1 and A12.

**Q: A friend/family member uses a walker and has difficulty climbing stairs. Where can they sit?**

A: In addition to seats A1 and A12, the theatre has set aside additional seats on the front row (Section A) with a Handicap Icon.

**Q: Am I allowed to purchase a seat next to my friend/family member who is sitting in a seat designated with a Handicap Icon?**

A: Other patrons are allowed to purchase seats on the front row. However, if we have Walk-Ins needing front row seating, we may ask you to relocate your seat to accommodate their needs.

**Q: I noticed on the listing of shows, some say SPOTLIGHT. What are these?**

A: SPOTLIGHT shows are special fundraising events benefiting Allen Contemporary Theatre and typically featuring talent from around the DFW area. They are not part of the REGULAR SEASON shows.

**Q: May I use my Season/Sampler Tickets to see a SPOTLIGHT show?**

A: Season/Sampler Tickets are only for REGULAR SEASON shows.

**Q: I purchased Season Tickets (or Sampler Tickets). What do I do when I want to see a show?**

A: For those who have purchased Season/Sampler Tickets, select your seat(s) for a show as you usually would. However, at the screen for payment, type in your Transaction Number and the same email address you used to purchase your tickets.

**Q: I have forgotten/misplaced my Transaction Number for the Season/Sampler Tickets.**

A: You can get this information by going to the screen where you purchase tickets. Click on "FIND MY TICKETS" (top right of screen) and plug in your email address. Please note that this email address must be the same one you used to purchase your tickets.

**Q: I may be running late for a show. Will I still be able to get in?**

A: The theatre typically locks the theatre doors at show time for the safety and security of all patrons and volunteers.

**Q: I purchased tickets and selected seats for a show. I need to make a change to the day/seat selection.**

A: We are able to make day/seat assignment changes if those seats are available.

**Q: How do I contact someone at the theater?**

A: Our Reservations volunteers are available on a limited basis primarily through email: [Reservations@AllenContemporaryTheatre.net](mailto:Reservations@AllenContemporaryTheatre.net). See our website: [allencontemporarytheatre.net/Contact-Us](http://allencontemporarytheatre.net/Contact-Us). In addition, you are welcome to discuss your questions with the Box Office when the theatre is open during a play run.