

ACT ONE Theater Company, Inc.



Weather Cancellation Policy

ACT ONE celebrates the unique magic of outdoor theater, but with it also comes the possibility of interference from weather. The safety of our patrons, cast, crew, and equipment is always our highest priority.

Weather Conditions

Performances may be delayed, paused, or cancelled if any of the following occur before or during a show:

- Rain
- Lightning within 12 miles of the venue
- High winds
- Sleet, ice, or unsafe ground conditions

We make every effort to continue performances if they have started and inclement weather occurs. However, if conditions worsen and create unsafe circumstances, the show may be held for up to **45 minutes** before a cancellation decision is made.

Cancellation Decisions

- If the forecast is severe enough to cancel a performance, the decision will be made two hours before the show. By **5:30 p.m. on Fri-Sat and 4:30 p.m. on Sundays.**
- Announcements will be posted on **Facebook, Instagram, and our website.**
- All patrons with pre-ordered tickets will be able to use them for another performance as tickets are not attached to a particular show.

Ticketing Policy


- If a performance is **cancelled before intermission**, no refunds will be issued, and all tickets can be transferred to another performance within the same show run (including any added rain dates).
- If a performance is **cancelled during or after intermission**, no refunds will be issued. However, tickets can be transferred to another performance within the show run. (including any added rain dates).

Next Steps if Cancelled

- In the event of a cancellation, please use your ticket for another performance.
- In the event of a show being cancelled after the show has begun, we will be more than happy to hand you complimentary tickets to redeem for another performance.

For questions please contact:

 Actoneeducation@gmail.com

 **540-324-3882**