

## FAQ

### **How is the Ticket Lady able to offer discounted tickets?**

We are exclusive group agents for Feld Entertainment, Inc for 15 plus years. We only offer premium group discounted tickets to all Feld Entertainment productions such as Disney on Ice, Monster Jam, Sesame Street Live and Marvel Universe Live. For more information on Feld Entertainment visit:

<https://www.feldentertainment.com/>

### **What are group rate?**

Discount vary per offer.

### **How long does the performance last?**

Performance runs approximately two (2) hours which includes a 15 minute intermission.

How old does a child have to be to require a ticket?

Children under 2 do not need a ticket, but must sit in an adult's lap. Children who have celebrated their 2nd birthday need to have a ticket. Unless your are going to Sesame Street live, all children that have had there 1<sup>st</sup> birthday will need a ticket.

### **Can you accommodate those with special needs?**

Yes, but seating is limited so be sure and order early.

### **What are your office hours and locations?**

The Ticket Lady is a ticketing sales office and is not a box office or venue. Our office is open Monday thru Friday from 9 am to 5 pm (EST). Of course, you are free to shop our Web site for tickets 24 hours a day, 7 days a week.

### **How do I contact Ticket Lady by Email?**

General Questions – [Rsmith@ticketlady.net](mailto:Rsmith@ticketlady.net)

### **How many tickets constitute a group?**

We ask that you purchase a minimum of 10 tickets.

### **Will I have reserved seats?**

Yes. We reserve your seats as soon as your order is submitted. You will not see a charge on your credit card until your tickets are printed and mailed to the address on your order form.

### **Can I select my seats?**

In the “other information” at the bottom of your order form you can make notes of special instruction. We fulfill all orders from the best seats we have available in our reserved seating, in the order in which we receive the requests. All prices are listed in U.S. Dollars (USD) and are guaranteed after your order

has been confirmed, your credit card has been charged, and your purchase is completed. Please check your tickets carefully once they arrive. Once you place your order and it is confirmed, Ticket Lady guarantees that tickets will be delivered or held at the venue's will-call window in time for your event.

**Will my seats be together?**

Yes, when purchasing with the Ticket Lady, the tickets ordered will be seated together, unless otherwise noted in the box titled "other information" on the online order form.

**What if I need to purchase additional tickets?**

Please type "add-on order" in the box labeled "Other Information" on the online order form. Your add-on seats will be as close as possible to your group. We cannot guarantee with your first set of tickets but will try to get them as close as possible.

**How will I receive my tickets?**

All tickets are mailed to the address on your order form via the United States Postal Service, unless otherwise notified. The delivery method of your order is from the day that we ship the order, not the day the order is placed. If for any reason your tickets are returned to us, we will contact you to arrange for another delivery attempt. If your tickets do not arrive when expected please contact us by email: [Rsmith@ticketlady.net](mailto:Rsmith@ticketlady.net) . In the event your tickets are place at Will Call, you will be notified as to when and how to pick up your tickets. Some, orders are shipped by Fed ex depending on how many tickets you are receiving or how close your order is to the show opening.

What types of payment do you accept?

CREDIT CARD - We accept VISA, MasterCard, American Express and Discover. All prices listed are in U.S. Dollars (USD). The billing address will be verified with your credit card company, so you must use the exact address where your statements are sent.

SCHOOL OR COMPANY CHECK – Ticket Lady only accepts checks from Schools and Large Companies. Also, Money Orders. Made Payable to Charleston Coliseum

**Do I have to pay sales tax?**

All prices include tax (as required by state and local laws) and facility fee. There is a \$6.00 shipping and handling fee on the entire order.

**Will I receive confirmation of my order?**

Your email of your order from will be your confirmation email. You will have a date/time on your email when it is sent to Ticket Lady.

**I purchased tickets from Ticket Lady but cannot attend the event. What is your refund/return policy?**

We are able to make changes to your order if your credit card has not been charged. There are no cancellations or refunds on any order once you receive your tickets. This is a Ticketmaster rule on all tickets. It is printed on the back of each ticket.

**What if my tickets are lost or stolen?**

When you receive your tickets keep them in a safe place. When you buy tickets for select events, the barcodes on those tickets are electronically validated by an exclusive barcode verification technology. If you have a lost or stolen ticket, the original ticket barcodes are cancelled and new, unique tickets are reissued with your name on them. Please note that direct sunlight and heat can damage some tickets so, don't keep them in your car.

**Who will be running my credit card?**

You will see a charge from the Charleston Coliseum. Be sure and check to make sure you are charged the correct amount. If for any reason you have an issue with the charge please email, [Rsmith@ticketlady.net](mailto:Rsmith@ticketlady.net)

**Can I purchase a entire show for my company?**

Yes, all you must do is contact us and we will set that up for you.

**What are the deadlines for ordering tickets?**

If you are wanting them to be mailed to you the deadline is before two weeks prior to the show. Otherwise they might be left at will call.

**What am I allowed to bring into the venue?**

Each venue is different so please check the venue web-site as Feld Entertainment follows their rules and safety regulations.

**Can my child(ren) dress-up in costume for the show?**

Yes, if your child(ren) are under 15 years of age they are welcome to come in costume.