



FREQUENTLY ASKED QUESTIONS

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Q: I would like to purchase a ticket for a show. How can I do this?

A: You can purchase tickets through our website (www.allencontemporarytheatre.net, Tickets, Purchase Now). You can also purchase tickets at the theater for a current or future show. Our Box Office is typically open one hour prior to a show.

Q: I purchased tickets but now cannot attend. May I switch dates?

A: Please email Reservations@AllenContemporaryTheatre.net with your date and seat preferences and we will try to accommodate these preferences.

Q: I have my tickets. Do I need to check in at the Box Office?

A: Yes, please. This helps us in tracking attendance especially for Sold Out shows. It also helps us know which seats are available for purchase if, for example, one of your party cannot attend.

Q: If a show is marked SOLD OUT, what can I do?

A: We do not offer a Wait List. We encourage patrons to check back online to see if seats become available. We also release No-Show seats at the theater 5 minutes prior to curtain.

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

A: We lock our doors at show time for the safety and security of patrons and volunteers. We ask that all be seated 10-15 minutes prior to opening curtain.

Q: I purchased seats but did not receive or have misplaced my tickets.

A: To get a copy of your ticket, go to www.allencontemporarytheatre.net, Tickets, Purchase Now. Click on "FIND MY TICKETS" (top right of screen). Enter email address used in your ticket purchase. You can then download and print tickets.

Q: I purchased seats but did not receive any invoice or tickets.

A: Please check your Spam Folder. You can also add “mary@ticketstothecity.com” to your Contacts in case the emails are being flagged to not go through.

Q: I purchased tickets but do not have access to a printer. How do I check in?

A: You may present the eticket on your cell phone at the Box Office.

Q: I purchased tickets but do not have access to a printer or a cell phone.

A: Although the Box Office prefers that you have a printed or electronic copy of your ticket, you may give the name used to purchase tickets to the Box Office.

Q: A friend purchased my ticket and I do not have a printed or electronic ticket.

A: Give the name used to purchase the ticket to the Box Office.

Q: I need to remain in my wheelchair during the performance.

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

Q: A friend/family member uses a walker and/or has difficulty climbing stairs.

A: Row A seats (floor level) are available, many designated with Handicap Icon.

Q: Are other patrons allowed to purchase front row seats?

A: Patrons are allowed to purchase any of the front row seats, including A1 and A12. However, if we have patrons needing front row seating, especially those using wheelchairs, we may ask you to relocate your seat to accommodate their needs. We appreciate your understanding in this situation.

Q: How do I reserve seats using my Season/Sampler Package?

A: Go to our tickets page (www.allencontemporarytheatre.net, Tickets, Redeem). Select your desired performance date and seats. At checkout, type in your Transaction Number and the same email address you used to purchase your tickets. Do not enter payment information again.

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

A: The Transaction Number is located on the invoice generated when you purchased your Season/Sampler Package. You can get a copy of this invoice by going to the screen where you purchased tickets (www.allencontemporarytheatre.net, Tickets, Purchase Now). Click on “FIND MY TICKETS” (top right of screen) and enter the email address used for this purchase. You will be able to download and print the invoice.

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

A: SPOTLIGHT shows are special productions. They are designed to “spotlight” our ACT talent pool. As such, they are not part of the REGULAR SEASON shows and thus are not included in Season/Sampler Packages.

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

A: No, Season/Sampler Packages are only for REGULAR SEASON shows.

Q: How are refunds handled?

A: Tickets are generally purchased as non-refundable as noted on the ACT website. We encourage patrons to either switch to another date for the show or consider the purchase as a donation to community theater. For those times when refunds are issued, please email Reservations@AllenContemporaryTheatre.net for instructions.

Q: What does your theater look like inside?

A: Please see theater schematic below.

