



## **FREQUENTLY ASKED QUESTIONS (FAQ)**

**Q: Do I need to purchase a ticket for a show? How can I do this?**

A: You can purchase tickets for a show unless it is sold out. You can do so through our website ([www.allencontemporarytheatre.net](http://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: If a show is marked SOLD OUT, what can I do?**

A: We encourage patrons to purchase tickets ahead of time, especially for our musicals. We do not offer a Wait List but if a show is sold out, we encourage patrons to check back on the website to see if seats become available.

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

A: The theatre locks the theatre doors promptly at show time for the safety and security of all patrons and volunteers. We ask that everyone be seated at least 10-15 minutes prior to opening curtain.

**Q: I purchased seats for a show but did not receive my tickets.**

A: You can get a copy of your ticket by going to the screen where you purchased tickets ([www.allencontemporarytheatre.net](http://www.allencontemporarytheatre.net), Tickets, Purchase Now). Click on "FIND MY TICKETS" (top right of screen) and enter the email address used in your ticket purchase. You will be able to download and print the 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](mailto: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.**

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 also give the name used to purchase tickets to the Box Office.

**Q: A friend purchased my ticket and I am not able to get 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. Where can they sit?**

**A:** The theatre has set aside seats on the front row (Row A) with a Handicap Icon. All seats in Row A are at floor level.

**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 Walk-In patrons needing front row seating, especially those using wheelchairs, we will ask you to relocate your seat to accommodate their needs. We appreciate your understanding in this situation.

**Q: I purchased a Season/Sampler Package. What do I do when I want to see a show?**

**A:** When you are ready to select your seat for an upcoming show, go to our tickets page ([www.allencontemporarytheatre.net](http://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:** This 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](http://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.