



FREQUENTLY ASKED QUESTIONS

Q: What are your Covid-19 protocols?

A. 1. Proof of COVID-19 vaccination or a negative COVID-19 test (PCR/Rapid/Home). 2. Matching photo ID. Face Masks are required in accordance with local mandates. Please Note: Policies are subject to change by management and/or state and local mandates.

Q: What is DNS Entertainment's refund policy.

A. All payments are final. No refunds. Policies are subject to change by DNS Entertainment. If DNS Entertainment cancels an event for any reason or the event/shows was impacted by Covid 19, DNS Entertainment will issue a credit or refund.

Q: What are your office hours?

A. DNS Entertainment is open from:
9:00am – 5:00pm (Monday – Friday)
9:00am – 12:00pm (Saturday)
Closed (Sunday)

Q: How can I purchase tickets?

A. You may purchase tickets "EVENTS" page. There will be a list of upcoming events also listed. Click on the event of your choice and follow the instructions. In addition, the website may divert some ticket purchases to a third-party website. If so, follow all instructions on the third-party website. All ticket purchases will receive a payment confirmation.

Q: I am having trouble buying tickets.

A. You may contact DNS Entertainment during office hours at (203) 514-0097, lourdesm@dnstp.net / (203) 303-4713, ddennis@dnstp.net. We are only responsible for tickets sold through DNS Entertainment and other associated venues for the event. Do not purchase tickets from a third party unless there is a link provided. Those purchases would be at your own risk.

Q: How do I receive early access to DNS Entertainment events?

A. Fill out the subscribe form on our website located on our homepage.

Q: How do I get to the venue, and where can I park for an event?

A. We will post the location and information for each event on our website.

Q: Can I take pictures or videos during an event?

A. No flash photography or professional-style cameras are permitted. The use of video or audio recording devices is also prohibited. Any variance on this policy is at DNS Entertainment's discretion and will be announced before the show's start.

Q: Can I smoke in the venue?

A. No smoking is permitted anywhere at our events.

Q: It's OK to talk during the show?

A. We request that you respect other audience members and performers by refraining from talking and texting during a performance. We want to ensure that everyone is enjoying the night.

Q: Can I bring in large bags/backpacks?

A. Please leave all bags in your car. All bags are subject to search.