

# 2021-2022 Season Information

READ BOTH SIDES

## Important Dates:

9/22/21

Season tickets go on sale at 9am EST. online and at CVE Box Office.

## Frequently asked questions:

### 1. Tenants do not have purchasing privileges on-line.

- Due to an upgrade in our RecTrac system, the account information will be for owners only. The owner of the unit needs to stay as the primary owner in the household. Tenants may purchase their tickets at the box office.

### 2. You can continue to purchase your New Year's Tickets on-line or at the Box Office.

- To purchase the New Year's Dance, you will need to select a table as well as your seats online or at the Box Office. The Staff Office is no longer taking reservations for New Year's Eve.

### 3. How many tickets may I purchase before you get an upcharge?

- Our current ticketing system will allow each "household" to purchase 6 tickets. On the 7<sup>th</sup> ticket, and each additional ticket thereafter, an upcharge of \$5.00/ticket will be applied. Household means; "all occupants of a unit." Each unit can purchase 6 tickets, without an upcharge, regardless of the number of occupants.

### 4. Can my children/grandchildren come to see the show?

- Guests and relatives who are 18+ must be accompanied by the resident, have a valid photo ID and be signed in upon entry. Guests with tickets who do not have the resident with them will not be able to enter the Clubhouse. No Exceptions.

### 5. How do I purchase tickets Online?

- There is an instruction sheet enclosed in your packet. The current system will require you to login with your username and password described on the instructions. Logging in and purchasing your own tickets is the fastest and easiest way to ensure you get the seats you want.

### 6. What if I am not good on a computer but want to order tickets?

- You have two other options for ordering tickets.
  - 1 – Come to the box office on or after September 22nd at 9:00am and order in person.
  - 2 – Complete the enclosed order form including your name, phone number and residents ID number and send back to: 2400 Century Boulevard Deerfield Beach, Florida 33442, Attention: Box Office or drop off your completed order form in a sealed envelope in the slot on the side of the Box Office Door along with a CHECK or MONEY ORDER MADE PAYABLE TO: CENCLUB. Canadian checks or money orders will NOT be accepted unless it clearly states US Funds.
  - **PLEASE DO NOT SEND IN MULTIPLE SEASON ORDER FORMS IF YOU WISH TO BE SEATED TOGETHER. ONLY ONE SEASON ORDER FORM WILL BE ACCEPTED. NO EXCEPTIONS.**

### 7. What if I made an addition error with my mail in order, will I still receive my tickets?

- Yes! The order will go through, but you must settle your account before tickets will be given to you. If you overpay the credit will go into your household account.

### 8. Where do I pick-up my tickets that I ordered?

- You can pick-up your tickets at the Ticket Office Monday – Friday from 9:00 - 4:30pm, starting in October.
- The Ticket Office will be open every Wednesday (starting in January) until 7pm. All residents must have their ID cards (BLUE) when picking up their tickets. You may not pick-up tickets outside of your household.

### 9. What if I am legally blind?

- All legally blind residents must enclose a copy of your visual impairment card and write the words "legally blind" if you wish to obtain the first two rows of the orchestra level.

### 10. What if I require a wheelchair seating?

- **Wheelchair seating is on a first come first serve basis. Please contact the Ticket Office for handicap accommodations. Wheelchair seats are only for residents in a wheelchair. No other family members will be allowed to sit in the wheelchair area.**

### **11. What if I have a physical disability but I don't need a wheelchair seat?**

- You must state preference for an aisle seat, right or left aisle, or, if you prefer, seats in the rear, on your order form. Online you will find these seats are highlighted in blue on the seat map.

#### **Theater Etiquette:**

- **Masks are required to be worn during the duration of the show.**
- Shorts are not permitted in the Theater for shows taking place November - April. Please remember your fellow patron when you dress for the show. Dances will still require long pants for gentlemen. Please be respectful and dress appropriately.
- Please remember that the theater is fragrance free. Please refrain from wearing cologne and perfume.
- For everyone's safety, management kindly asks that all patrons remain seated until the conclusion of the performance and house lights have been turned on. Movement and noise before the end of the show is a distraction for our performers and fellow patrons.
- Photos, video, and cell phone use is not permitted during shows. Use of electronic devices can cause a distraction to the performer and other patrons. Please wait until after the show to use electronic devices unless instructed to by performers.

We are not responsible for lost, stolen, or damaged tickets.

**Tickets go on sale at the Box Office and  
Online at [www.cenclub.com](http://www.cenclub.com) at 9:00AM  
Sept. 22nd, Eastern Standard Time.**

**CenClub Accepts cash, credit, or check!**

**Due to possible cancellations, Management reserves the right to make changes to the schedule. We will make every effort to offer a comparable event. The only refunds that will be given from the season program will be for those individual performances that are cancelled by Management. In that case, you will have 30 days to obtain a refund from the date on the cancellation notice. You will find the Clubhouse Happenings and the Entertainment review on our website at [www.cenclub.com](http://www.cenclub.com).**

**Enjoy the SEASON!!**