



Ellen Eccles Theatre Patron Guide

- ***Ticket Office Hours***
 - Monday through Friday, 10 a.m. – 5:30 p.m.
 - Saturdays from 10 a.m. – 2 p.m. if there is a performance that evening.
 - One hour prior to curtain time for all performances.

- ***Refunds Policy***
 - **All sales are final and non-refundable.**

- ***Arrival Time***
 - It is common theatre etiquette to arrive fifteen minutes prior to curtain.
 - Theatre doors open one half hour prior to curtain time.

- ***Young Children Policy***
 - **BABES-IN-ARMS AND CHILDREN UNDER 5 ARE NOT ADMITTED TO ANY PERFORMANCE UNLESS OTHERWISE ADVERTISED. All patrons, regardless of age, must have a ticket. Please use discretion in bringing children to live performances.**

- ***Latecomers Policy***
 - Latecomers will be seated at the first convenient break and in designated seating areas as determined by the House Manager. Patrons who need to leave the theatre during the performance will be readmitted at an appropriate break.

- ***Electronic Devices***
 - **PLEASE TURN OFF ALL CELL PHONES, PAGERS, WATCH ALARMS, ETC. PRIOR TO ENTERING THE THEATRE.** The taking of photographs and the use of recording equipment are not allowed in theatre without the permission of the presenting organization. Patrons expecting an emergency call are encouraged to leave their pagers and seat numbers with the house manager.

- ***Wheelchair-Accessible Seating***
 - Our theatre is accessible to persons with disabilities; please indicate any special seating request when ordering your tickets.

- ***Assistance for the Hearing Impaired***
 - Hearing enhancement devices are available free of charge for each performance on a first-come, first-served basis. Look for the sign in the lobby.
 - A sign language interpreter may be provided upon request. A minimum two-week advance notice is required to make arrangements for an interpreter.

- ***In Case of an Emergency***
 - Emergency exits are located throughout the theatre auditorium. Please identify the emergency exit closest to your seat. Should an emergency arise, you will be directed to leave the auditorium and further instructions will be provided as to the safest and quickest way to leave the building. When exiting, please proceed in an orderly fashion to a safe area away from the building.

- Audience members and other visitors are not allowed backstage before, during, or after a performance.

- The management reserves the right to request any disruptive patron to leave the theatre with out refund.

- There is a \$2.00 service fee included in the price of each ticket and an additional \$3.00 handling charge per phone or mail order. No reservations are accepted without payment.

- No eating or drinking is allowed in the theatre (with the exception of bottled water).

- All dates, times and artists are subject to change.

- Please take note of the comfort and enjoyment of the performers and others around you and act thoughtfully. Please keep conversation to a minimum during the performance. Thank you for your patronage and theatre etiquette!