

Ticketing & Exchange Information

Box Office: (561) 514-4042, ext. 2 | Fax: (480) 287-8666
Email: boxoffice@palmbeachdramaworks.org

**Please complete the subscription card,
and return in the envelope provided**

- ◆ Each household should have a subscription **in their own name**. You will retain your subscription history.
 - Notifications and special offerings are only sent to the primary subscriber's address.
 - Our new **subscriber loyalty benefits** will only apply to the primary subscriber.
- ◆ Authorize friends on your subscription account.
- ◆ Tell us who you like to sit with.
- ◆ If you change your series, we cannot guarantee the same seats.
- ◆ **Ticket Pick-Up:** Tickets are held at the Box Office and can be picked up starting **September 5** during regular Box Office hours or at your first performance. Arrive at least 20 minutes before curtain. *Late seating is not guaranteed.*

A photo ID is required to pick up tickets. If you are unable to pick up your tickets and want someone else to use them, please be sure a signed permission letter listing authorized names is on file at the Box Office. You can list the names on your subscription order. Tickets will not be released without your written permission.

- ◆ **Exchanges:** *Exchanges can be made with 24-hours notice by calling the Box Office. Tickets must be on the premises to complete an exchange. We strongly encourage subscribers to leave all tickets at the Box Office to simplify ticket exchanges. No tickets will be held for exchange until the original tickets are returned. You may also tear the tickets in half, tape both halves to a white piece of paper and fax/email a copy showing that the tickets have been destroyed.*

We cannot guarantee your same subscription seats, but will offer the best available seats. No credit is given for changes to a lower-priced performance. Exchanges cannot be made on or after the date of performance, or for a different show.

Tickets can be donated as a tax-deductible contribution. A letter acknowledging the value of the tickets will be *sent to the primary subscriber.*

- ◆ **Past Date Standby:** If an emergency or unforeseen circumstance prevents you from using your tickets on time, you may use your tickets on a standby basis. Past Date Standby tickets are *not guaranteed, cannot be reserved in advance, are subject to availability, and are issued only 30 minutes before a performance.* You may attend any other performance during the same production, if tickets are available 30 minutes before the performance begins. If a performance is sold out, we will not be able to honor past-dated tickets. Please call the Box Office on the day of the performance you wish to attend to check availability before coming to the theatre.
- ◆ **Individual Tickets:** Subscribers may purchase additional tickets before they are offered to the general public. (Date will be released with your confirmation.)