



## Box Office Policies

### **The Box Office**

Tickets for events at the Peggy R. McConnell Arts Center can be purchased 3 ways: online through our website, in person or over the phone, up to 1 hour before the performance. The box office will open 1 hour before the start of each event. At that time, online and phone sales are no longer available and priority is given to patrons already waiting in line at the MAC box office. The Bronwynn Theatre house will typically open for seating 30 minutes prior to the start of the event.

### **Student, Youth and Senior Tickets**

Student, Youth or Senior tickets are not offered for every event. If "student" tickets are available for a show, the student price will be honored up through college students. College students may be required to show a valid student ID at the theatre entrance. Youth tickets are generally for persons 12 years of age or younger. Tickets will be required for small children if the child will be sitting in their own seat. Children sitting upon the lap of an adult for the duration of a show do not require a separate ticket. Senior tickets – unless otherwise stated – are for 62 years of age and older.

### **Refunds**

Tickets may be refunded within 72 hours after the original purchase. Additionally, no refunds will be given within 72 hours of a performance. Refunds will be issued in the same method of payment that was used for the purchase. Contact the MAC at (614) 431-0329 to request a refund within 72 hours of purchase.

### **Refunds for Cancelled or Rescheduled Events**

The MAC will contact you at the earliest opportunity in the unlikely event that an event is cancelled and/or rescheduled. Therefore it is important to have an accurate email and phone number on record for each purchase. At that time, either a full refund may be made, or a gift code issued. A gift code allows you to use the full amount towards any other ticketed performance or class at the MAC.

### **Exchanges**

For shows with multiple performances, tickets may be exchanged for a different performance within that same show – subject to available seating. The exchange must be completed before the start of the first performance.

In the event of an exchange, like seats cannot be guaranteed. Please contact the MAC by phone for any ticket exchanges.

### **Reservations**

The MAC does not reserve tickets without payment in full. Purchased tickets may be picked up at will call in the box office.

**Lost Tickets**

A physical copy of your ticket is not required. Tickets purchased in advance will be on a door list given to the ushers. Simply provide the name of the person who purchased the tickets to obtain your seat locations. ID may be requested.

**Wheelchair Accessibility**

Seating in the Bronwynn Theatre is stadium style, tiered without center aisle access. Seats other than Row A do involve using stairs. Wheelchair accessible seats are located in the front row (Row A). Please contact the MAC at (614) 431-0329 to purchase these seats in advance. The MAC may not be able to make last minute arrangements for patrons with mobility limitations who do not request and purchase wheelchair seats in advance, but will work within our limitations to ensure everyone who has purchased a ticket has the opportunity to enjoy the performance. If seating for a performance has sold out, the MAC reserves the right to open wheelchair seats to non-wheelchair patrons in advance, after all other seats have sold.

**Assistive Listening**

Assistive listening devices are available upon request for movies and other select events in the Bronwynn Theatre only. These can be signed out at the box office prior to the event at no cost.

**Sign Language Interpreters**

Sign Language Interpreters are available upon request. Please call the MAC at (614) 431-0329 as soon as possible so arrangements can be made to find an interpreter.