



Peggy R.
McConnell
Arts Center
of Worthington

Class and Box Office Policies

Class Refund Policy

Cancellation by the MAC

Most classes require a minimum of 4 students in order to run. The MAC reserves the right to cancel a class up to 24 hours before the start of the class. You will be notified by phone and/or email in the event of a cancellation. If you paid by credit card, you will automatically be issued a refund. Credit card payments made over 90 days before the refund date will receive a check via mail. If you paid by check or cash, a refund will be mailed to you (Please allow four weeks for delivery).

Class Withdrawal

If you withdraw more than 7 days before the start of a class, you will receive a full refund. If you withdraw from a class between 7 days and 24 hours before the first meeting, you will have two options:

1. A full refund with a subtracted \$10 processing fee.
2. The full amount can be credited towards another class of your choice in the future.

The MAC **will not** issue refunds or credit for a class withdrawal within 24 hours of the first meeting. Also, not receiving an email confirmation when enrolling does not justify receiving a refund. It is important to opt-in to email notifications before enrolling in a class.

Class Absence

The MAC does not prorate classes. Missing any portion of a class due to vacation, schedule conflict, or other non-emergency situation will not justify receiving a refund or proration. Refunds for hardship cases or serious medical conditions may be requested. A letter accompanied by proof of hardship should be submitted to Missy Donovan, Director of Programming & Outreach, at mdonovan@mcconnellarts.org.

Rescheduling and Make-up Classes

In most cases you cannot make up an art class. If the MAC or your instructor must reschedule a class, a week will be added at the end of the session. Classes are planned for a specific student/instructor ratio to allow maximum participation and individual attention. BalletMet will provide make up slips for dance classes, which may be used at the downtown BalletMet location.

Waiting List

You may be put on a waiting list for a class when it is filled. You will be notified by phone if space becomes available. If notified, confirmation must be received within 24 hours or the next available person on the waiting list may be called. Please send a confirming email to Missy Donovan, Director of Programming & Outreach, at mdonovan@mcconnellarts.org or by calling (614) 431-0329 ext 300.

Class Age Requirements

If a class has age requirements listed, all participants need to be the age/grade listed for the class by the start date of class. There are no exceptions.

Box Office Policy

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 fully 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 the 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.