

How do I buy a ticket or a flex pass?

The Box Office is open between 11 am and 3 pm Tuesday through Saturday and one hour before a scheduled performance. (321-723-6935)

Flex Passes and Show Tickets can be purchased from the box office either in person or by telephone. Online ticketing is not yet available.

Flex Pass holders may reserve seats three weeks before the opening date of the show.

The general public may reserve seats two weeks before the opening date of the show.

Reservations are made only by speaking directly to the box office

- Leaving a message or email does not warrant a reservation or guarantee a seat, but we will make every effort to fulfill requests left using these methods and will return message or email to confirm.
- Tickets purchased over the phone must be guaranteed with a credit card at the time of reservation, though payment may be made at the will call window the night of the performance by cash, check or credit card. (Cards will automatically be charged if you do not use booked tickets.)

Seating may be selected in person within one hour before the performance begins for that day's performance (subject to availability).

All tickets including tickets reserved by Flex Pass Holders must be **picked up by 10 minutes before the advertised show time.**

- MCT reserves the right to sell all seats that are empty at the advertised show time.

If the performance you are purchasing tickets for includes a content disclaimer, acknowledgement of these terms indicates that you have read and understood any disclaimer.

Unable to Use Your Tickets?

All ticket reservations and sales are considered final.

- **There are no refunds or exchanges,** (except for one change per show allowed to Season Flex Pass Members).
- If you do not attend the performance, your credit card or your flex pass will be charged.
- You may return your unused tickets to the Box Office to receive a receipt for a tax-deductible donation.

What exactly is a Season Flex Pass?

A season flex pass is a membership to Melbourne Civic Theatre for a particular season and gives six seats to any show (except special shows and fund raisers) during that season.

Flex Passes may be purchased throughout the season -\$105 for adults and \$95 for seniors (over 62), students (with a student ID) and active duty or retired military (with a valid military ID card).

There are no refunds for Season Flex Passes nor can they be used for any season but the one specified.

Flex Passes may not be used for special shows or fundraising shows.

Flex Pass holders can exchange their tickets once during a particular show.

- Tickets must be exchanged at least 24 hours prior to the production date of the original tickets.
- If you have the tickets in your possession, you must exchange them at the box office.
- Tickets may only be exchanged for another performance of the same show, not for another show.
- Tickets may not be exchanged on the day of the production.

Season Flex Pass Members are not guaranteed a seat. Advance reservations are the best way to be sure of attending a performance.

- The Flex Pass member must call for tickets to each individual show.
- Flex Pass Members can reserve their seats 3 weeks before the opening date of the show.
- However, ***seats are not guaranteed once public ticket sales begin.*** There are no refunds

What about individual tickets?

Adult tickets are \$20 and seniors (over 62), students (with a student ID) and active duty or retired military (with a valid military ID card) are \$18.

Musicals are \$22 for adults and \$20 for seniors, students and military.

The general public can reserve tickets by contacting the Box Office two weeks before the opening date of the show.

Are there group tickets?

There is group pricing available for groups of 20 or more. Consult with the FOH Manager to arrange group ticketing.

Bad Weather Policy

It is the policy of the Melbourne Civic Theatre not to cancel performances due to bad weather except for impending hurricane when evacuation orders have been issued and causeways closed. As a result, we urge our ticket holders to make every effort to attend the performance for which they hold tickets.

- There are no refunds or exchanges for bad weather.

Babies and Small Children

We welcome children old enough to enjoy our productions. Regardless of age, all members of the audience must have a ticket for admission. Children 12 and under qualify for a student ticket.

Late Seating Policy

We strive to begin our performances on time. Please allow plenty of time to find the theatre and to take your seat.

- There are no refunds.
- Late arrivals will only be seated at scene or act breaks.

Special Needs

Please mention any special accommodations that you may require when you order your tickets.

Ticketing Policy for Cast and Crew

It is the policy of Melbourne Civic Theatre to issue two complimentary tickets to each cast member, each member of the running crew and each person who has volunteered at least 8 hours toward the current show. (This list is to be determined by the Technical Director in the case of the tech crew or the Managing Director or FOH Manager in the case of other volunteers.)

Each member of the cast and running crew is also entitled to one significant other (name to be given to the FOH Manager before the run begins) seat for any performance (depending on availability).

- It is requested that complimentary tickets be used for performances early in the run and for Fridays and Saturdays that are not sold out.
- If complimentary tickets are not used on the reserved date, those complimentary tickets are considered to have been surrendered and no further complimentary tickets will be issued for that production.

If a member of the cast or crew wishes to make ticket reservations for friends or family (other than complimentary or SO tickets), that cast or crew member must give the FOH Manager a credit card and agree to be responsible for any charges incurred if the tickets are not used or not paid for.

- **There are no refunds for unused tickets.**
- A receipt for a tax deductible donation to the theatre may be requested.

Ushers/Concessions Volunteer Guidelines

Seating

No complimentary seats will be reserved for ushers or concessions volunteers.

- Ushers and concessions volunteers will be seated if there is available seating.
- Ushers and concessions volunteers who are scheduled for a particular production may attend the dress rehearsal on Thursday night before opening at 8 pm .
- Ushers and concessions volunteers may watch the show on the Green Room monitor if no seating is available.
- Ushers and concessions volunteers may purchase a reserved seat for the date on which they are volunteering if they wish to have a guaranteed seat.

Dress Code

Dress consists of white blouse/shirt and black skirt/slacks. If you do not have black and white, any nice outfit will suffice.

Call Time

Please arrive one hour prior to performance. Fri/Sat-7:00 pm, Sun-1:00 pm. If you are unable to come or are running late, notify the box office as soon as possible (321-723-6935).

- Record hours in the blue book.
- Pick up your name tag. (Tell Alix if your name tag is missing.)

Ushers

- The usher is stationed at the door to take tickets (we keep the small ticket stub and give the patron the large one), pass out playbills, and direct patrons to their seats (seating chart is available to help).
- The stage manager will notify the ushers when to open the house door and blinking lights will indicate that the performance is about to start.
- The usher should help in concessions before the house is open and during intermissions.

Concessions

- Concessions is open before performances and during intermission and is closed during performances.
- Lock cash box in Box Office when not at concessions stand.
- Remember that products are given in returned for a suggested donation.

Duties Before the Show

Ushers

- Vacuum and dust the lobby if needed.
- Check that the bathrooms are clean and stocked and all trash cans have liners.

Concessions

- Check the refrigerator to make sure that all beverages are available. If not, refill the refrigerator.
- Make sure that napkins and wine glasses are available.

During Intermission

Ushers

- Open the house door.
- Assist patrons as needed.
- Assist in concessions.
- When the lobby lights blink to indicate the performance is about to begin, ushers check to make sure patrons are seated and there is no one in the bathroom or outside the front door and then close the door.

Concessions

- Open concessions.
- When the performance is about to begin, lock cashbox in Box Office.

After the Show

Ushers

After all the theater patrons have left the auditorium, put seats in upright position, adjust pillows and pick up any trash and recycle playbills.

Concessions

Clean concessions area and restock refrigerator. Concessions beverages can be found in the rehearsal hall in the refrigerator on the left.