

## **TICKET TERMS AND CONDITIONS - THEATRE YES**

Created: January 2024

To be reviewed: January 2025

### **TICKETING**

Theatre Yes will release tickets for all shows, workshops, and events no later than 1 month prior to opening night. Unless otherwise stated, all tickets are general seating, and issues on a first come, first served basis.

### **LATE SEATING**

Patrons will not be seated if they arrive to the theatre more than 15 minutes past the start of the show. Tickets will not be refunded or exchanged.

### **REFUNDS OR EXCHANGES**

Theatre Yes agrees to support the livelihood of its community relationships, and will handle refunds or exchanges on a case-by-case basis via inquiry to [producer@theatreyes.com](mailto:producer@theatreyes.com) if there are extraneous circumstances outside of the scenarios stipulated below.

Refunds will not be issued for the following:

- Late attendance to a show, workshop, or other event
- Absence to a show, workshop, or other event due to illness

Theatre Yes agrees to refund ticket cost to patrons if a show, workshop, or other event must be canceled due to the discretion of the theatre, if it is not possible to exchange the ticket(s).

### **MASKING**

Theatre Yes no longer requires patrons to wear a mask during shows, workshops, or other events. Theatre Yes asks patrons to be respectful of others who do wish to continue masking.