

Box Office Policies

Ticket Sales

- Regular Box Office hours are from 10 am until 2 pm Monday through Wednesday. The Box office will be open Monday through Friday from 10 am until 2 pm and 4 pm until 6 pm show weeks. On Saturday and Sunday the Box Office will be open one hour prior to each performance.
- Tickets can be purchased online at www.owossoplayers.com or in the Box Office. We accept Visa, MasterCard, Discover and American Express as well as checks and cash. All tickets carry a \$2 Service Fee per ticket.
- Tickets purchased online can be printed at home or held at the Box Office. Will Call tickets will be held under your name at the Box Office. They can be picked up on the night of the show or at any time when the Box Office is open.
- All tickets must be paid for when ordered.
- Unpaid reservations will not be accepted.

Need to Exchange Your Tickets?

- All ticket exchanges must be done through the Box office. They cannot be completed online.
- There is a \$2.00 per ticket exchange fee.
- Tickets may only be exchanged for another performance of the same show if seats are available.
- Tickets must be exchanged at least 24 hours prior to the performance the original tickets are for.
- In case of emergency, we may (at our discretion) allow the customer to use his or her tickets for another performance, if tickets are available. The ticket exchange fee still applies.

Unable to Use Your Tickets?

All ticket sales are considered final.

- There are no ticket refunds.
- If you do not attend the performance, you may return your unused tickets to the Box Office to receive a receipt for a tax-deductible donation.

Cameras, Recording Equipment, Cellular Phones, and Pagers

The use of cameras, recording equipment, cellular phones, or pagers is strictly prohibited in the theatre. Please silence electronic devices before the performance begins

Bad Weather Policy

It is the policy of Owosso Community Players to not cancel performances due to bad weather. As a result, we urge our ticket holders to make every effort to attend the performance for which they hold tickets. Should this prove impossible, please call the Box Office as soon as possible before the performance and alternative arrangements will be made when possible. We cannot guarantee that seating will be available for an alternate performance. There are no refunds for bad weather.

Babies and Small Children

We welcome children who are old enough to enjoy our productions. Children 4 years and older must have a ticket. Children 3 years and younger do not need a ticket if they are held on an adult's lap. Please note that not all productions are suitable for young children.

Late Seating Policy

Life happens – and we understand, but as they say, “the show must go on.” Our House Manger will do their absolute best to seat latecomers as courteously as possible. Please be aware that we may not be able to seat you in your previously purchased seats if you arrive after the show begins.

WHEELCHAIR ACCESS & SPECIAL NEEDS SEATING

Be sure to mention any special needs when purchasing your tickets. Special seating areas are available for patrons who are in wheelchairs or who cannot do stairs. Please call the Box Office to purchase these seats. Because of limited availability, we request that only one companion accompany patrons in this area.