

## TICKET POLICY

1. You may make your ticket reservation with your credit card through “Brown Paper Tickets” online service via our website at [www.placertheater.org](http://www.placertheater.org), or by calling “Brown Paper Tickets” at (800) 838-3006. A small service fee will be charged.
2. You may make your ticket reservations with a check or money order made payable to Placer Community Theater, by mailing it to:

Placer Community Theater  
PO BOX 4322  
Auburn CA 95604

Along with the check, include:

- The time and the date of the performance you wish to see.
- The total number of adult, student/senior or matinees tickets you are requesting.
- Total amount enclosed.
- A phone number and/or an email address where you can easily be reached.

When paying by check, your ticket reservation will not be confirmed until we call or email you. This is a necessary step to stream-line our ticket services and to assure all patrons' reservations are honored. PCT is not responsible for lost or delayed checks sent through the mail.

3. You may make your Pre-Show reservations at the Box Office with cash or check ONLY. The Box Office is not able to process credit card orders until 1-hour prior to showtime.

Pre-Show Box Office Hours: TBDThe APPAC/State Theatre office, located at 985 Lincoln Way in Auburn, will serve as the box office for all Box Office sales.

4. You may also purchase any available tickets at the Box Office beginning one (1) hour before show time using cash, check, or credit card.

Please note the following:

Seniors are considered age 65 and over.

Student/Child is considered age infant through high school.

Box Office/Lobby opens 1 hour before show.

Showroom opens 1/2 hour before show.

**GROUP RATES** - If you would like to bring a group of 10 or more to the theater, please call 530-852-2708 and we will give you \$2 off of a matinee or student/senior priced ticket or \$3 off of the general admission price. Group sales must be made and payment received at least one week prior to show date. Please ensure that all party members know the name the reservation is under when checking in at the box office. Ticket reservations are for general seating, box office and showroom will open one (1) hour prior to show.

**WILL CALL** - You must arrive at least 15 minutes before show time to pick up your ticket, or you may forfeit your seat.

**REFUNDS AND EXCHANGES** - All tickets for Placer Community Theater productions are non-refundable. Tickets purchased may be exchanged for the same production only, at least 48 hours before the paid performance date. Unused tickets can be donated back to Placer Community Theater as a tax-deductible donation. Please notify the Box Office within 48 hours in advance.

**SHOWROOM** - Children under the age of 12 shall not be left in the showroom unattended. No talking is allowed during performances. All pagers and cell phones must be turned off or silent during performances. Video recording or flash photography is strictly forbidden. If you need to leave the showroom after the performance has begun, an usher will escort you back to a seat at an appropriate time to minimize distractions. Failure to adhere to these policies may result in removal from the showroom.

**SEATING** - We provide a house manager and ushers to assist in the organization and ease of seating the showroom. Late arriving patrons may be held out or seated in the back of the showroom, until the first appropriate seating opportunity. Late seating holds are in place for the convenience of the performers and audience members who are seated at show time. The length of seating holds may vary by production and are at the discretion of staff.

We thank you for your understanding. If you have any questions, concerns, or would like additional information please call 530-852-2708 or email [info@placertheater.org](mailto:info@placertheater.org).