

Box Office Policies

Revised 8/18/09

TO PURCHASE TICKETS ONLINE

ONLINE tickets go on sale **two weekends** before the NESAs Box Office opens (**Credit Cards only**). On-line tickets will NOT be available after the NESAs Box Office opens. After that time any available tickets may be purchased at the NESAs Box Office during regular hours or starting one hour prior to the start of the performance for that day's performance only. (**Cash or checks only**).

ALL tickets purchased ONLINE will be held at the Box Office. Tickets for any performance may be picked up at the NESAs Box Office *during performance week Box Office hours*. Tickets may also be picked up at Will-Call one hour prior to the start of the performance for that performance only. **Please print and bring your ticket receipt (with seats listed) when picking up tickets.** There will be NO refunds.

TO RESERVE TICKETS

Phone reservations may be left beginning **TUESDAY** of a performance week. Please call the NESAs Box office at 210-442-2510 to leave a message. We will confirm your reservation. If you do not receive a confirmation, do not assume we have a ticket reserved for you. Please call the box office during office hours or leave a message. Reserved Tickets for any performance may be picked up at the NESAs Box Office *during performance week Box Office hours*. Tickets may also be picked up at Will-Call one hour prior to the start of the performance for that performance only.

Please be aware that ALL requested changes or additions to earlier reservations will be handled as new reservations and on an *as available* basis. We cannot guarantee these changes or additions will be seated together with the original reservation.

ALL unpaid, unclaimed telephone reservations will be released 10 minutes before curtain time.

TO PURCHASE TICKETS AT THE BOX OFFICE

Tickets are available for purchase during box office hours the week of the performance at the NESAs Box office on the Lee campus. For ALL ticket sales at the theater box office, we accept **cash and checks only**.

Box Office Hours (week of performance for ticket purchase and pick up):

- Tuesday-Friday 4:30 - 6:00 p.m.

Will-Call and Main Box Office Hours (performance days for that show only)

- Thursday-Saturday 6:30 - 7:30 p.m.
- Sunday 1:30 – 2:30 p.m.

Latecomers Policy As a courtesy to other patrons and to the performers, latecomers and those who exit the theater during the performance will not be admitted into the auditorium until an appropriate interval as determined by the performance management. Latecomers will be seated at the back of the theater in available seating that will not disturb punctual theater patrons. Latecomers can find their reserved seats at intermission.

We regret that cameras, video/audio recording devices, food and beverages are not allowed inside the performance venues. This policy is strictly reinforced by the performance management staff. As a courtesy to others, cell phones and pages must be on silent or off during the performance.

For additional information, please contact the Box Office at 210-442-2510.

PLEASE NOTE-Box Office Policies may be subject to change. Check back for updates.