

## **International City Theatre purchase and subscriber policy**

### **SINGLE TICKET PURCHASES**

**All single ticket sales are final and single ticket purchases are not eligible for exchanges.**

### **BOX OFFICE PURCHASES ON SITE**

A government-issued photo ID is required for all box office purchases made with a credit card.

### **SUBSCRIBER TICKET EXCHANGE**

As a subscriber, you can exchange or donate your tickets as soon as tickets are received.

### **TICKET EXCHANGE GUIDELINES**

- Subscriber ticket exchanges are done on a first-come, first-served basis, so please exchange your tickets as early as possible. All exchange requests must be received at least two days prior to your scheduled performance.
- Subscriber tickets may be exchanged for another performance of the same production at no cost within your subscription price level. An exchange fee may apply when moving your tickets to a higher level. For example, moving from a Thursday to a Sunday.
- While comparable seating is not guaranteed, subscribers always receive the best available seats at the time the exchange is processed.
- All exchanges are subject to ticket availability, so please provide alternate date choices whenever possible.
- Friends and groups should submit their tickets together to ensure that they are exchanged for the same date. We cannot guarantee that your friends or groups will be seated together.
- Subscriber tickets are non-refundable and can only be exchanged or donated.
- Exchanges requested on the day before or on the day of your scheduled performance will be accommodated at our discretion.

### **EXCHANGE OPTIONS FOR SUBSCRIBERS**

#### **TICKET EXCHANGE**

Please contact the ICT Box Office during regular hours (M-F, 9-5pm) and give us as many alternate dates as possible. If comparable seats are not available when we receive your request, we will hold your request to see if comparable seats become available over time.

## **TICKET DONATION**

If you cannot attend any performance of a production, you can donate your tickets as a tax-deductible contribution. We will provide you with a donation letter for tax purposes.

## **TICKET RELEASE**

You may cancel your tickets and reschedule at a later date or donate.

## **HOW TO EXCHANGE OR DONATE TICKETS**

### **BY PHONE (Best option)**

Call during regular business hours (M-F, 9-5pm) at (562) 436-4610. Please have your sale number, located at the top right of your ticket stub, available in order to accurately locate your tickets. If you do not have your sale number, you might be asked to confirm your phone or mailing address. Occasionally, we do pick up voicemail messages during weekends, so please feel free to leave a message.

### **BY EMAIL**

You may request your ticket exchange or donation to [ict@ictlongbeach.org](mailto:ict@ictlongbeach.org).

### **IN PERSON (ICT CORPORATE BOX OFFICE)**

Bring your tickets to the ICT Corporate Box during regular hours (M-F, 9-5pm), 67 Long Beach Blvd., Long Beach, CA 90802.

Please note the Long Beach Performing Arts Center Box Office and the Beverly O'Neill Theater box office cannot accommodate exchanges. If an ICT representative is available in the theatre lobby at that time, you may request an exchange and your information will be forwarded to the ICT Box Office.

### **LATE EXCHANGES**

Exchanges requested a day before or on the day of your original performance will be accommodated at our discretion. To request an exchange, please call ICT at 562-436-4610, no later than noon for a matinee and 4pm for an evening performance.

### **SHOW AND PERFORMANCE CANCELLATIONS**

International City Theatre is a non-profit theatre company, and the safety of our patrons is one of our top priorities. If a scheduled event is canceled or rescheduled we will let you know via e-mail or phone call. Here are your options:

1. Keep the tickets you currently have now. Your tickets will be valid on the new performance dates to be determined after we consult with the Artists and the Show Venue.
2. Exchange your tickets, free of charge, to any future show or performance.
3. Receive a credit in the form of a gift certificate that never expires and is valid for any upcoming performance at ICT.
4. Donate your tickets to ICT or towards any of our Student and Senior Outreach programs. We are a non-profit 501c3 corporation, so your donation is tax deductible to the fullest extent of the law.
5. If ICT has to cancel a production or performance, refunds are available if above options are not desired.

## **TICKETING FAQS**

### **1. What is the curtain time for the shows?**

All performances are at 7:30 pm except for Sundays (2 pm)

### **2. Is there an online seating chart for my show?**

Yes. Go to [ictlongbeach.org/2024-season](http://ictlongbeach.org/2024-season), scroll all the way to the bottom of the page and under TICKETING POLICIES & INFORMATION is the last tab – Seating Chart. If you want to know availability of seating for a specific show and date go to your selected show and select a date. Just click the “Buy Ticket” button and select your date.

### **3. What attire should I wear?**

Casual attire is fine.

### **4. What if I'm late for a performance?**

For the comfort of all ICT patrons, latecomers will be seated at suitable breaks in the performance and in conveniently reachable seat locations to avoid disrupting the show. Latecomers are seated at the discretion of the management.

### **5. How much is parking and where can I park?**

The closest venue parking is at the city-owned parking structure. The cost is \$15. It is located at the corner of Seaside Way and Hart, known as the “400 Parking Garage”. The 400 garage is the normal parking for ICT. Follow the ICT signs to the parking structure.

An alternate parking is the Terrace Garage. It is located on 66 Collins Way, just across the street from the 400 Garage. It is at the corner of Seaside Way and Collins Way.

Metered street parking is available but parking rates may vary. Also, check time limits on meters. There are parking garages that charge less in the downtown area.

**6. Is there a bar or food?**

Yes. The catering company at the venue offers some snacks and drinks, and drinks are permitted inside the theatre. However, eating is not allowed inside the theatre. Snacks must be consumed in the lobby.

**7. Can I bring outside food or drinks inside the performance space?**

No. The venue does not allow patrons to bring outside food or beverage inside.