

# Market Hall Performing Arts Centre Box Office & Theatre Policy

## Accessibility

The Market Hall P.A.C. is a fully accessible facility which includes a large elevator and restrooms. Accessible seating is available from the time the tickets go on sale until the time of the event. Seating is sold on a first-come, first-served basis. If you are unsure where these are, please contact the Box Office for assistance when booking these seats.

Assistive Listening Devices provided by The Peterborough Club are available for use in the theatre for various performances. Headsets are available at the Front of House prior to the performance. There is no charge for this service; however a small deposit or a piece of photo ID is required for temporary keeping.

## Arrival Time

The BrandHealth Bar (cash only) & Freedom 55 Financial Lounge located on the 2nd floor, opens one hour before curtain time. This includes the Nexicom's Box Office for WILL CALL pick-ups, guest list and ticket sales.

## Children

In any event, due to Fire Code Regulations, all patrons including children and babies are required by law to have a ticket for admittance. It is recommended that you contact the Market Hall P.A.C. in advance if children under 4 years of age when booking these seats.

## Dress Code

There is no specific dress code to attend a performance. The facility is air conditioned so please dress in layers.

## Food & Beverage Policy

The BrandHealth Bar (cash only) opens one hour before curtain. Beverages are permitted in the Market Hall P.A.C.. We are a fully licensed facility.

## How to receive your Tickets

Market Hall P.A.C. does not mail your tickets. Tickets purchased individually are held under the patron's name for pick up known as WILL CALL. To receive tickets in advance, please stop by the Market Hall P.A.C.'s 3rd floor office in person during regular business hours or - as default - one hour before curtain time; located on the 2nd floor Nexicom Box Office for WILL CALL pick-ups, guest list and ticket sales.

## In Case of an Emergency

In case of emergency or for first aid, please contact the nearest Front of House staff member.

## Latecomer Seating

Every effort is made to start performances at the announced hour unless there is an unavoidable delay. Latecomers will be seated completely at the discretion of the Front of House Staff at the first appropriate break that allows for the least disruption for the actors, as well as the rest of the audience. Please keep in mind only a limited number of latecomers can be accommodated.

## Lost and Found

Lost and found items are kept at the Box Office 705-775-1503. To report a lost item during the event, please contact the Front of House Staff.

## Making a Purchase

Registrations, memberships, ticket purchases, as well as tax-deductible donations, may be made in person, by phone, or securely online. Group sales, gift certificates and merchandise are available by phone or in person only.

## Methods of Payment

We accept cash, Visa, MasterCard, and debit.

## Merchandise Sales

The Market Hall P.A.C. does not collect merchandise or commission fees on sales of soft goods and recorded material.

## Payment for Reservations

Tickets cannot be reserved without payment, which must be received at the time purchase.

## Recording Policy

Due to contract restrictions stipulated by Actor's Equity, the national union of professional stage actors and managers, the use of recording equipment or the taking of photographs is strictly prohibited at all performances. This includes, cell phones with cameras, video and audio recording devices. These devices are distracting to performers on stage and other patrons. Please turn off all devices before you enter. Market Hall Staff reserves the right to confiscate any and all devices in non-compliance to this policy.

## Refunds Policy

Tickets are non-refundable and no credits will be issued for unused tickets, whether they were purchased individually or as part of a subscription package. Please give the tickets to someone who will enjoy the experience.

## Seating

The majority of our seating is general admission. Patrons requiring special seating consideration due to a medical condition should contact the Box Office to make advance arrangements. Seating configurations depends on the performance type.

## Service & Handling Fees

In order to maintain inexpensive ticket pricing, as well as help offset expenses related to box office hardware, software and third party online sales services, Market Hall P.A.C. must charge a service fee to each sale. We make every effort to keep the fees as reasonable as possible. During the Season, individual ticket purchases are charged an additional \$3 fee per ticket.

## Show Cancellations

Performance cancellations due to inclement weather or other circumstances are very rare. When a performance must be canceled, we will make every attempt to contact you.

## Smoking

The Market Hall P.A.C. is a non-smoking facility. Please refrain from using vaporizers and E-Cigarettes. Designated smoking areas are available outside of the building. If you are unsure where these areas are, please ask our staff.

## Theatre Etiquette

Due to the intimate nature of our performances, any noise may be disruptive for other patrons, as well as the actors on stage. Out of courtesy, any lozenges or cough drops be opened before the start of the performance. Conversation must be kept to a minimum and text messaging is forbidden.

## Ticket Donations

Unused tickets may not be donated to Market Hall P.A.C. for a tax credit. Please give the tickets to someone who will enjoy the experience.

## Ticket Exchanges

We will try to accommodate ticket exchanges up to 48 hours before the earlier performance; fees will apply.

## Ticketing

Everyone attending an event at the Market Hall P.A.C., including children of any age, requires a ticket. An organization can choose to sell tickets through the Market Hall P.A.C.'s Box Office or to independently sell event tickets for a small fee.