



## **Ticket Reservation Policy**

- Order tickets online, 24-hours a day using our internet ticketing system OR call your reservation requests into the ticket line at 1-800-289-6148. When calling, please provide the following information.
  - Name - with the spelling of your last name
  - Number of tickets
  - Performance date wanted
  - Phone number, just in case there is a problem with your reservation
  - Any special needs (i.e. limited mobility, etc) or requests for seating
- Reservations are not confirmed unless there is a specific request. Return calls will be made within 72 hours.
- Requests for special needs (i.e. limited mobility, etc) or seating will be taken into consideration and should be noted when making reservation.
- Payment can be made by cash, check or credit card. Visa, MasterCard, American Express and Discover accepted. Membership Comp card should be presented if being used for payment of tickets.
- Payment for phone reserved tickets can be made by cash, check or credit card at the Box Office on performance nights. If desired, advance payment for tickets may be made by check, and mailed to:  
Suffield Players - Box Office Manager  
10 Eastgate Lane  
Enfield, CT 06082
- No refunds are available for ticket purchases placed online. Tickets may be exchanged for another performance date if requested at least 48 hours before the start of the originally reserved performance, subject to availability. All exchanges must be requested by phone to 1-800-289-6148.
- Tickets will **not** be mailed. All tickets will be held at the Box Office for pick-up on the performance date.
- All seats are assigned in the order that reservations are received. Season Subscribers get preferential seating as available for any requested performance.
- Seating for opening weekend Thursday and Friday will be cabaret seating. Tables may be shared with multiple parties and large parties (6+) may be seated at multiple tables. All other performances will be theater seating.
- The Box Office opens one hour prior to curtain time. Tickets should be claimed 15 minutes prior to curtain, at which time unpaid tickets may be released for sale to any waiting parties.
- Group sales of 10 or more are available by calling 1-800-289-6148. A discount of \$2 per ticket is available when fully paid in advance of the day of the performance.

### **Ticket prices for all main stage productions:**

- \$12 Thursday Opening Night
- \$17 Fridays, Saturdays & Sundays
- \$2 Discount for Seniors (62 +) and Students
- Group rates: \$2 discount for groups of 10 or more when paid in advance

### **Main Stage production curtain times:**

- 8:00 pm    Thursdays, Fridays and Saturdays
- 2:00 pm    Sunday matinees

### **Season Subscriptions:**

#### **Season subscription prices for three-show subscription:**

- \$42    Adult Subscription
  - \$39    Senior/Student Subscription
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- Each subscription consists of: three tickets, one for each main stage production. December Benefit Performance is not included in the subscription price.
  - Two-show Season Subscriptions are available on request.
  - Preferred seating is given (if requested at time of purchase and as available)
  - Dates for all three main stage productions must be selected at time of purchase
  - Tickets may be exchanged for another performance date if requested at least 72 hours before the start of the originally reserved performance, subject to availability. Seating will be best available for the exchanged performance. All exchanges must be requested by phone to 1-800-289-6148.
  - Confirmation of subscription will be mailed to your address. Tickets will **not** be mailed. All tickets will be held at the Box Office for pick-up on the performance date selected.

### **Gift Certificates**

Customized gift certificates (including Season Subscriptions) are available for any show(s) in our current season. Please request at least two weeks in advance for processing and delivery time.

Three methods to request a Gift Certificate:

1. Call 1-800-289-6148. Leave a message with your name and phone number, and someone will get back to you.
2. Email [SPBoxOffice@aol.com](mailto:SPBoxOffice@aol.com) Include type of gift certificate (birthday, anniversary, graduation, etc), number of tickets wanted, and your name and phone number with good time to call. Someone will call you to discuss the details.
3. Mail a check payable to Suffield Players with your request including your name, address and phone number to:
 

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