



Suffield Players Ticket Reservation Policy

August 1, 2024

The Suffield Players welcome you to Mapleton Hall for our current season! This document outlines and tries to answer some basic questions. Feel free to contact the Box Office Manager/Staff if you have any other questions or concerns that have not been addressed.

- Order tickets online, 24 hours a day using our online ticketing system.
- Tickets are **NOT** mailed. All tickets are held at the Box Office for Will Call on the performance date.
- No refunds are available for online ticket purchases. Tickets may be exchanged for another date, subject to availability, if requested at least 24 hours prior to reserved performance. All exchanges should be done by email to boxoffice@suffieldplayers.org or by phone to (800) 289-6148.
- The Box Office is not staffed except just prior to performances and until curtain is raised.
- Phone reservations are accepted at (800) 289-6148. Leave a message and please provide:
 - Name - with the spelling of your last name
 - Number of tickets and performance date desired
 - Phone number, just in case there is a problem with your reservation
 - Any special needs (i.e., limited mobility, etc) or requests for special seating
- Phone reservations are **NOT** confirmed unless requested by caller.
- Payment is accepted by cash, check or credit card (Visa, MasterCard, American Express, Discover) at the Box Office on performance nights. Holders of a Membership Comp card should present their card when picking up tickets on the performance night.
- All seats are assigned in order of reservation when received. Special requests may be honored depending on availability. Season Subscribers get preferential seating as available for any reserved performance.
- The Box Office opens one-half 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 can be reserved by emailing boxoffice@suffieldplayers.org or calling (800) 289-6148 and leaving a message indicating a good time for the Box Office to return the call. A group discount is only available when paid in full prior to the reserved performance. No refunds will be made once payment is made.
- The Suffield Players Covid policy was updated June 1, 2023 for performances. The Players continue to encourage and recommend that audience members be fully vaccinated, per CT and CDC guidelines

NON-MUSICAL Ticket prices for all main stage productions:

- \$15 Opening Friday Night (No discounts)
- \$22 All other Fridays, Saturdays & Sundays (\$3 Discount for Seniors [62+] and Students)

MUSICAL Ticket prices for main stage productions:

- \$20 Opening Friday Night (No discounts)
- \$25 All other Fridays, Saturdays & Sundays (\$3 Discount for Seniors [62+] and Students)

Group rates: Group discount available for 10 or more tickets when paid in advance.

Main Stage production curtain times:

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

Season Subscriptions:

Three-show Season subscription prices:

- \$57 Adult Subscription
- \$51 Senior/Student Subscription

Two-show Subscription prices:

- \$38 Adult Subscription
- \$34 Senior/Student Subscription

- Both Three-Show and Two-Show Season Subscriptions are available online at www.suffieldplayers.org . Selection of performance dates must be done at the time of purchase.
- Each subscription consists of a ticket for each main stage production as selected for a three-show or two-show subscription. December Benefit Performance is not included in the subscription price.
- Preferred seating is noted (if requested at time of purchase and as available).
- Tickets may be exchanged for another date, subject to availability, if requested at least 24 hours prior to reserved performance. Seating will be best available for the exchanged performance. All exchanges should be done by email to boxoffice@suffieldplayers.org or by phone to (800) 289-6148.
- Confirmation of subscription will be emailed or mailed to your postal 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 **if a certificate is to be mailed**.

Choice of methods to request a Gift Certificate:

1. **Email:** Email to boxoffice@suffieldplayers.org. Include type of gift certificate (birthday, anniversary, graduation, etc), number of tickets wanted, the recipient's name and contact information for distribution of certificate to the giftee. Also include your name, email address and phone number to contact you. Payment can be made by credit card or check (see #4 below). The Box Office Manager or staff will contact you to discuss any details.

2. **Online:** Order tickets at www.suffieldplayers.org for selected performance with a note in the Comment Section with Recipient's name and contact information. Tickets can be held at the Box Office for Will Call.
3. **Call:** (800) 289-6148. Leave a message with your name, phone number and email address requesting a call back. Someone will get back to you for details.
4. **Mail:** Mail a check payable to *Suffield Players* for the total cost. Include the number of tickets along with your name, address and phone number and the recipient's name and the desired show. Mail to: Suffield Players Box Office, PO Box 101, Suffield, CT 06078.
A certificate can be mailed or emailed to you for gifting.

Seating Diagram:

