

# THEATRE POLICIES

**TICKET PURCHASES:** The box office opens one hour prior to performances. The sale or exchange of tickets to future performances cannot be completed during the 30 minutes prior to a performance. The box office is available for all services during intermission (if the show includes one) and after the performance. Call (717) 327-5124 or visit us online at [primalancaster.org](http://primalancaster.org) on non-performance days to avoid waiting in line to exchange or purchase additional tickets.

Tickets may be purchased online, by phone, or in person at the box office. Call (717) 327-5124 for current box office hours. There is a \$4.00 patron technology systems fee per order on all ticket orders.

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

**ARRIVAL:** The Prima lobby typically opens to the public one hour prior to the performance. The doors to the theatre normally open 20-30 minutes prior to a performance. Traffic in and around Lancaster can be congested at times, so Prima recommends allowing yourself plenty of time to arrive, park, use the restroom and purchase concessions before the event begins. Ushers will direct you to your seat and are happy to answer any questions you may have about Prima's amenities.

**TICKET EXCHANGE POLICY:** Prima understands that plans change and strives to be flexible with ticket policies. While tickets may not be refunded, we do offer ticket exchanges for both subscribers and single ticket purchasers.

**INDIVIDUAL TICKET SALE EXCHANGES:** Tickets may only be exchanged within the same production, as availability allows, for a fee of \$5.00 per order.

Ticket exchanges must occur at least 48 hours prior to a performance and cannot be exchanged after the performance has passed.

If you choose a more expensive seat, the price difference will be due. We are not able to refund when exchanging into a lower priced seating section.

Once you have exchanged your tickets, your original tickets will become invalid and are immediately available for sale to the general public. Your new tickets will be emailed to you or held at Will Call based on your preference.

If at the last minute you are unable to use your tickets, we recommend gifting them to friends, family or coworkers. Tickets can also be turned into a contribution to support Prima's artistic programming initiatives. The value of the donated ticket is tax-deductible as the law allows.

Exchanges can be made by calling the box office at (717) 327-5124.

**SUBSCRIBER & PRIMA PARTNER TICKET EXCHANGES:** Subscribers and Prima Partners (Friends of Prima, Corporate Partners) may exchange tickets for another performance of the same production, subject to availability. **There are no exchange fees for subscribers and Prima Partners.** Tickets cannot be exchanged on the day of the performance or after a performance has occurred.

**MISSED PERFORMANCES:** Your tickets are void and cannot be exchanged once the performance has occurred. There are no refunds for missed performances.

**LOST TICKET REPLACEMENT:** Your tickets are void and cannot be exchanged once the performance has occurred. There are no refunds for missed performances.

**LATE SEATING:** Seating normally begins 20-30 minutes prior to each Prima performance. Please allow ample time for driving, dining and parking. Latecomers will be seated at the discretion of the ushers in order to prevent a disruption of the performance already in progress. In most cases, latecomers are seated in the first available seat until intermission. After intermission (if the show includes one), latecomers can claim their original seats.

**SUBSCRIPTIONS:** The best seats at the best prices are available to subscribers. Purchase yours at [primalancaster.org](http://primalancaster.org)/subscribe or inquire by phone at (717) 327-5124.

**CONCESSIONS & BAR:** Snacks are available for purchase at the bar inside the theatre as well as soft drinks, wine, beer, and mixed drinks. Bartenders serving during an event or performance will exercise due care in serving alcoholic beverages and will refuse service to any person appearing to be under the age of twenty-one (21) or any person who appears to be intoxicated. Alcoholic beverages will be removed from anyone believed to be a minor or from any intoxicated person. The bartender will provide all alcoholic beverages consumed in accordance with the laws and regulations of the Commonwealth of Pennsylvania. Identification and proof of age will be requested from any person who appears to be under twenty-one (21) years of age. No drinks will be served to any person who is unable to show a valid ID.

**CELL PHONE & CAMERA USAGE:** Prima asks that you turn off or silence all noise-making electronics, text-messaging devices and cell phones during the performance, unless otherwise noted for the specific event. For most MainStage theatre productions, taking pictures and video recording is strictly prohibited inside the theatre.

**DRESS CODE:** Prima has no formal dress code, and we encourage you to wear whatever makes you feel comfortable. As types of performances vary, there is no standard dress code for patrons, though shirt and shoes are required at all times. When in doubt, business casual is always appropriate. In addition, please consider the effects of strong perfumes and colognes on those seated around you.

**LOST & FOUND:** Prima's Patron Services team oversees and manages any items left behind. Items considered "lost & found" will be kept secured in Prima's office for up to 30 days. If you have lost an item at Prima, please call (717) 327-5124.

**RESTROOMS:** Restrooms are available in the lobby, as well as a handicap-accessible restroom in the vestibule.

**SECURITY:** The following items are not permitted at Prima. Any guest attempting to enter the facility with such items will be asked to return that item to their vehicle.

- Outside food & beverage
- Any type of weapon or item that can be used as a weapon
- Laser pointers or any other item that may be considered disruptive to the performers or other patrons

**SMOKING:** Smoking is strictly prohibited anywhere inside Prima or on the premise of Wheatland Place.

## EQUAL ACCESS INFORMATION

**WHEELCHAIRS:** Wheelchair and companion seating is available for purchase through the Prima box office, either online or by phone. Prima is equipped with an accessible bathroom in the vestibule between the lobby and the theatre. Accessible parking is available in the free parking lot, as well as convenient street parking (as available) directly in front of the Prima entry on Wheatland Avenue.

In the event a guest needs to bring their own food and beverage into the theatre due to special dietary needs, religious requirements or medical conditions, please arrange to present an ADA Compliance Officer-issued letter of exemption upon entrance into the theatre. Exceptions will be made whenever possible, in cooperation with production requirements.

**ANIMALS:** Service animals are permitted at Prima. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. It does not include emotional support or comfort animals. Service animals must be harnessed, leashed or tethered at all times and will be required to rest in the seating area of the individual with a disability, rather than in the aisle. A guest whose service animal poses a threat to the safety of other guests and employees may be asked to escort the animal off the premises.

Please alert Prima of any special needs at the time of your ticket purchase. In the event of an emergency when a seat location is provided.

**EMERGENCY CONTACT:** It is suggested patrons leave seat locations with child care providers, answering services, or other individuals who may need to contact them in the event of an emergency.

Box Office (during most public, ticketed events): (717) 327-5124  
Patrons cannot be paged during a performance, but a member of the Patron Services team will personally contact a seated patron in the event of an emergency when a seat location is provided.

**CHILDREN:** All persons entering Prima, including babes in arms, must have a ticket. Please carefully consider whether a performance is appropriate for your child before planning to attend. Also, please be aware that disruptive patrons, including children, will not be allowed to remain in the theatre. Be considerate of others in the audience and of your child's comfort.

**COATS & BACKPACKS:** Prima does not provide a coat check. A complimentary coat rack is available in the lobby during winter months. Please note that backpacks and other, large bags are not permitted into the theatre.

**ADVERTISING:** Contact [info@primalancaster.org](mailto:info@primalancaster.org) to inquire about playbill advertising opportunities.

**RIGHT TO PHOTOGRAPH & VIDEO:** Prima holds the right to take photographs and record video and audio during any event in the venue. This may at times include patrons. By entering the premises, you agree to authorize the taking and use of still photographs or motion picture footage (with related audio) for advertising, publicity, commercial, or other business purposes.

**LIABILITY DISCLAIMER:** Prima often offers immersive theatrical experiences. Such may include, but are not limited to, audience participation, bright lights, haze, and loud noises. When purchasing tickets or entering the premises, patrons agree to assume all risks associated with such events. Prima is not responsible for any injury, illness, damage, or loss of property while at the venue.

**BOOK PRIMA FOR YOUR NEXT EVENT:**  
Please visit [primalancaster.org/events](http://primalancaster.org/events) or call (717) 327-5124 for more information.