

2011-2012

SUBSCRIBER HANDBOOK

SAVE FOR EASY REFERENCE THROUGHOUT THE SEASON TO ENJOY ALL YOUR BENEFITS!

The One-Step Ticket Exchange

To exchange your tickets for another date, call the Box Office at 513/421-3888 no later than noon on the date of your performance. We will exchange your tickets instantly and hold your new seats. Destroy your old tickets, and mark your calendar with your new performance date. You may pick up your new tickets anytime during Box Office hours, right up to show-time. If you prefer to have your tickets mailed, send us a self-addressed stamped envelope.

Please note:

- There is no service charge for exchanges on any subscriber purchase. Non-subscribers are charged \$3.75 per ticket.
- Marx and Shelterhouse subscription tickets may only be exchanged for another performance of the same play. Build Your Own packages may exchange for any remaining show (as long as the number of shows originally purchased remains the same).
- Since we cannot guarantee availability or equivalent seating for exchanges, please call as soon as you know you have a conflict.
- Exchanges made to higher priced tickets will be charged the price difference. Upgrade charges are due at the time of exchange and may be charged to Visa, MasterCard, American Express or Discover. Exchanges to lower priced tickets will not receive a refund.
- All exchanges are handled through the Box Office.

Reserved parking may not be available on your new performance day. If parking is sold out for your new date choice, we will put you on a waiting list and call you when we secure space. If we cannot secure a spot, please stop by the Box Office on the night of your performance to obtain a parking refund for that individual performance.

We respectfully request that only business relating to the immediate performance be transacted during the half-hour prior to curtain time. The Box Office is open through the first intermission of each show to facilitate exchanges or future sales.

Missed Performances

Expired tickets cannot be exchanged for new tickets or a tax credit (per Internal Revenue Service guidelines). We can, however, offer a general admission Empty Seat Pass for a fee of \$5, valid only for another performance of the same play. With an Empty Seat Pass you meet the house manager at the door of the theatre just prior to curtain, and he or she assists you in finding empty seats. Here's how it works:

- The Box Office distributes Empty Seat Passes beginning ONE HOUR prior to curtain on a first come, first serve basis when expired tickets are presented.
- The Empty Seat Pass option is valid through the final performance of the missed show. (Please call the Box Office to confirm show time on the day you plan to attend.)

Please don't let your seats go empty!

On average, almost 10 percent of ticket buyers do not use their tickets. We cannot re-sell these tickets, yet we often turn people away at sold-out performances while seats go empty. If you can't make a scheduled show, support the Playhouse by:

- Exchanging your tickets by noon the day of your performance.
- Giving the gift of theatre to friends, acquaintances or business associates. If you cannot get your tickets to them, we can print duplicates they can pick up at the Box Office.
- Donating your tickets to the Playhouse as a charitable contribution to a not-for-profit organization. Call the Box Office to release your seats BEFORE the scheduled performance, destroy your tickets and we will issue a receipt for your tax return. Once the performance begins, we cannot issue tax-deductible certificates.

Ticket Insurance

We replace lost or misplaced subscriber tickets free of charge. Call the Box Office to have your duplicate tickets waiting for you when you arrive at the theatre.

A Season to
Celebrate

www.cincyplay.com
Box Office: 513/421-3888



2011•2012 SEASON
YOU JUST HAVE TO BE HERE



Refund Policy

Once you receive your tickets, the postage and handling fee will be retained and any refund will be pending the return of your tickets.

Subscription Account Transfers

The Playhouse must have written permission from the person whose name is currently on a subscription account to transfer the account into someone else's name.

Referral Bonus

Receive one Playhouse gift certificate for every new pair of subscriptions sold by a referral from YOU. Each gift certificate is valid for a single seat to ANY show in the 11/12 season (that's up to a \$69 value, best available seating). In order for you to receive the gift certificate, your friend must tell us AT THE TIME OF PURCHASE that you referred him or her.

Single Ticket Discount

No coupons, limits and deadlines! Subscribers save \$5 off additional single ticket purchases to *A Christmas Carol* and *Always ... Patsy Cline* and \$10 off additional single tickets to all other Marx and Shelterhouse shows. Use at anytime throughout the season with no limit on the number of tickets. No coupon necessary.

Subscriber single ticket discounts may not be used with any other discount including child and teen tickets, B, C, Corner Club Section seating in Marx Previews and Side B seating in Shelterhouse Previews. \$10 discount not valid for A Christmas Carol or Always ... Patsy Cline. Good for best available seating. Tickets subject to availability.

Purchase Additional Tickets Online

Subscribers can now enjoy the convenience of purchasing additional single tickets online. Our online ticketing offers all the same subscriber benefits as phone service. With "Select Your Own Seat," you are able to view seating charts showing available seats, so you can simply pick the ones you want. It's that easy!

Don't have an online account already or unsure if you do?

Just call the Box Office. Our staff will issue you a temporary user name and password or will confirm your current password. When you log in to our website, you will be recognized as a subscriber and the discounted subscriber price will automatically display. You must go to patron log in and enter your user name and password before selecting your seat to see your discounted price.

BOX OFFICE INFORMATION

Web address: www.cincyplay.com

Phone: 513/421-3888

Ohio, Kentucky, Indiana Toll-Free: 800/582-3208

Telecommunications Device for the Deaf ONLY: 513/345-2248

Fax: 513/345-2254

Regular Season Hours:

Monday, 10am-5pm

Tues.- Sat., 10am-9pm

Sunday, 12pm-8pm

On non-performance days the Box Office closes at 5pm. Please note: Box Office hours may vary during any extended non-performance periods during the season.

Mailing Address:

Cincinnati Playhouse in the Park
ATTN: Box Office
P.O. Box 6537
Cincinnati, OH 45206-0537

Street Address:

Cincinnati Playhouse in the Park
962 Mt. Adams Circle
Cincinnati, OH 45202

FACILITY INFORMATION

Parking Information

Convenient parking is available in the Playhouse garage adjacent to the theatre. Assure yourself a space by purchasing a pre-paid parking pass for \$7 (advance parking for non-subscribers is \$8). Garage parking is available at the drive-up rate of \$10 but is very limited and may be sold out on a pre-paid basis. If you purchase season parking passes and need to change the date of your performance, you also must exchange your parking pass. Parking is subject to availability. Free but limited parking is available on Mt. Adams Drive, in the lower lot opposite Seasongood Pavilion and on surrounding streets in Mt. Adams. Please note all NO PARKING signs. The Playhouse assumes no responsibility for anyone receiving a ticket for illegal parking.

Accessible Parking

Parking for persons with disabilities must be reserved and paid in advance. These parking spaces are very limited and may not be available for your performance. Cars parked in the parking spaces designated for persons with disabilities must display a disability placard or special license plates provided by your state.

Latecomers and Re-Admittance

Latecomers are seated at the discretion of the house manager, which may be as late as intermission. Latecomers may be denied admission depending on the demands or structure of a particular production. Please allow yourself adequate time to arrive, park and be seated. Should you need to leave the theatre during a performance, re-admittance and seating will be at the discretion of the house manager so as not to disturb the audience and actors.

Children

Children under the age of six will not be admitted to Playhouse productions unless otherwise advertised. Parents with disruptive children will be asked to leave. Visit our website to determine if a particular show is suitable for children.

Cellular Phones, Emergencies and Paging

Cellular phones and beepers must be turned off in the theatre. If you must be available for emergency purposes, please leave your phone or pager with the house manager with your name and seat location, so as not to disturb other patrons. In case of an emergency, this will help us locate you quickly. Our emergency number is 513/345-2247.

Refreshments and Dinner

The Playhouse offers refreshments before all shows (beginning one and a half hours prior to show time) and at intermission. This includes a full-service bar, a coffee bar by Baba Budan's Coffee House and dinners.

STAY CONNECTED WITH THE PLAYHOUSE

- Visit cincyplay.com to join our e-mail list.
- Like our fan page on [Facebook](#).
- Watch our videos on [YouTube](#).
- Follow us on [Twitter](#) @ cincyplay.

You'll get show and event news, behind-the-scenes info, video and photos, plus special deals and more!

www.cincyplay.com

