

## **“New” Box Office Policies...**

Due to so many reserved tickets not being picked up for the performances, we are having to change our Box Office policies. Reserving seats that are not used has kept others from being able to attend performances. In order to keep this from happening, reserved seating will now have to be paid in advance. Reservations are required in order to have guaranteed reserved seating. “Walk-ins” are welcome at all of our performances, but reservations are highly recommended to ensure availability. For guaranteed reserved seating, we will now be asking for payment at the time reservations are made. This is standard operation for any theatre especially when using an outside ticketing service as we do. We are working to help speed up the ticket lines and make your visit with us even more enjoyable.

### **Suggested Donation**

Because our admission is a suggestion donation, this may sound like a contradiction. However, keep in mind that we use an outside company to handle our reservations (both online and “in house”). When a reservation is made, we have to pay Vendini Ticketing Systems whether the tickets are used or not. Be reminded that admission is still suggested donation. However, we have to charge a minimum to pay for the reservation process. If you want reserved seating, you will need to pay for that service at the time you make your reservation. All reserved tickets must to be picked up no later than 30 minutes prior to the performance time. If reserved tickets are not picked up by that time, we reserve the right to make them available for “walk-ins” unless prior arrangements have been made.

### **Online Reservations**

The policy for online reservations remains the same. Reservations are made with a credit card with your choice of seating through the Vendini Ticketing System. Online reservations can be made at [www.lamplighttheatre.com](http://www.lamplighttheatre.com). All reserved tickets must to be picked up no later than 30 minutes prior to the performance time. If reserved tickets are not picked up by that time, we reserve the right to make them available for “walk-ins” unless prior arrangements have been made. Remember that handicapped seating is available. Please inform us of your need when making your reservation.

### **Making Reservations without Paying over the Phone**

For those wishing not to pay over the phone with a card, you can still make reservations. If you choose this method, you will need to come to our Box Office in advance of your choice of performance and pay for your tickets. We suggest no later than 24 hours prior to your attended performance. Remember that handicapped seating is available. Please inform us of your need when making your reservation.

### **FREE Admission: Comp Tickets and Children under 6**

If you have children under 6 or have comp (complimentary) tickets, you will have to call the Box Office (423-343-1766) to reserve your seats. All reserved tickets must to be picked up no later than 30 minutes prior to the performance time. If reserved tickets are not picked up by that time, we reserve the right to make them available for “walk-ins”

unless prior arrangements have been made. Remember handicapped seating is available. Please inform us of your need when making your reservation.

### **Walk-Ins**

For those who choose not to make reservations, seats will be available on a “first come, first served” basis. Tickets will be available at the Ticket Booth at the theatre prior to each performance. Tickets will be based upon availability. The admission fee is always a suggested donation and is not required for attendance. However, suggested donations can be made by credit card or cash at the door or by love offering at the end of the performance. The theater is open during the week if you would like to get your tickets in advance of the performance. Be reminded that doors open 1 hour prior to each performance. If you have any questions, please feel free to contact us at 423-343-1766. Our box office hours are Monday through Friday 9:00am to 5:00pm. If calling after hours, please leave detailed message and phone number to be contacted.

### **Group Reservations**

We are also excited to offer “Group Reservations for 10 or more.” If you are making reservations for your larger groups, we will have a representative meet you to obtain your tickets and be ushered to your seats. All group reservations need to be paid in advance to help us to get everyone seated in time for the performance. All reserved tickets must to be picked up no later than 30 minutes prior to the performance time. If reserved tickets are not picked up by that time, we reserve the right to make them available for “walk-ins” unless prior arrangements have been made. Remember handicapped seating is available. Please inform us of your need when making your reservation.

### **Payment Options**

You can pay by calling the Box Office at 423-343-1766 and providing your MasterCard, Visa, Discover or American Express credit card. If you do not have a debit or credit card, and would prefer to pay with cash or check, the theater is open during the week and will be able to accept payment and give you your tickets in advance of the performance. Be reminded that doors open 1 hour prior to each performance. If you have any questions, please feel free to contact us at 423-343-1766. Our box office hours are Monday through Friday 9:00am to 5:00pm. If calling after hours, please leave detailed message and phone number to be contacted.

### **Cancellation Policy**

You must notify the box office with a cancellation of any unwanted tickets within 24 hours of the performance. No refund will be made if prior notice is not given. We know that illness and injuries do happen, so feel free to speak to the theatre manager if last minute cancellations are necessary. We can provide a Rain Check for another performance at a later date. If LampLight Theatre must cancel a performance, a refund or Rain Check will be given to patrons with reservations or pre-purchased tickets.

### **Our Heart**

We want to keep admission to all of our performances at a suggested donation. In guaranteeing reservations, we use an outside ticketing system (Vendini). We are charged

a fee for your convenience for reserved seating. Our goal for policy changes is to help better serve you. With or without reservations, all patrons are important to us and will be treated equally. We continue our mission at LampLight Theatre because of your attendance and financial support through your donations. Remember that all donations are tax-deductible. With your support, we promise to continue to bring quality family Christian entertainment to the best of our ability.