

## Frequently Asked Questions about Professional Touring Artist Series Tickets

To help patrons get the most satisfaction from their ticketing experience, we offer the answers below about our new online ticket sales and the most frequently asked questions about our Box Office services.

### 1. WHAT IS THE PROCESS FOR ORDERING TICKETS ONLINE?

New for the 2009/2010 Professional Touring Artist Series, we now offer online ticket sales through Tickets.com. You can reach our "online" Box Office directly from our website at the CenterStage page or from the Tickets.com website. This online system will allow patrons to make an order at any time of day or night, for any of our Professional Touring Artist Series productions and choose your seats. This is another convenient way to order tickets from the Box Office, in addition to our traditional ordering by mail, fax, phone or in person. This online ticketing system will be available beginning Tuesday, September 8<sup>th</sup>, for Reston qualified ticket buyers and the general public. Because of its early place in our schedule, tickets for "The Trial of the Catonsville Nine" will be available to online buyers beginning September 1<sup>st</sup>. Check our website [www.restoncommunitycenter.com](http://www.restoncommunitycenter.com) for more information.

### 2. WITH THIS NEW ONLINE TICKETING SYSTEM, WHY IS THERE A SERVICE CHARGE ADDED TO THE TICKET PRICE?

This charge covers the cost of the credit card processing and convenience fees levied by our ticketing vendor in order for us to provide you with this purchasing option. RCC does not receive the service charge or any portion of it.

### 3. CAN I BUY TICKETS ONLINE THE DAY OF A PERFORMANCE?

No, online ticket sales cut off at 11:59pm the night prior to the actual performance. This allows staff time to print and prepare tickets for pick up at the "will call" window for the performance.

### 4. WHY CAN'T I BUY MY TICKETS IN PERSON AND TAKE THEM WITH ME WHENEVER I COME INTO THE RCC HUNTERS WOODS?

In order to keep staffing costs low, we do not staff the Box Office the same number of hours as RCC Front Desk operations. You are welcome to leave an order form with payment with our Front Desk staff anytime you visit outside of the Box Office service hours. You can also order online or by phone for added convenience. Ticket orders are usually processed within 48 hours of your order being placed, and tickets will be available for pickup at the Front Desk of RCC Hunters Woods after that time. We do not mail tickets either to keep them affordable for our patrons and save on paper use.

### 5. HOW ARE MY SEATS SELECTED?

If you choose to order your tickets through our new online system, you can choose your seats from the available seats for that performance right on your home computer. For other ordering methods, if you give us information about your seating needs (i.e. front, center or back of the theater) we will do our best to select seats as close as possible to what you desire. Because the theater is small, all seats provide a good view. There are only 12 rows of seats, so the availability of aisle seats is extremely limited. Please indicate if a wheelchair accessible seat is needed, or of any other accommodations we can make to provide better access for patrons with any special needs; and do so as soon as possible to assure we can take care of special needs.

6. WHY DO I HAVE TO BUY A TICKET FOR AN INFANT OR CHILD WHO WILL SIT ON MY LAP?

The Virginia Fire Code requires a ticket for every person in the theatre to avoid exceeding capacity.

7. WHEN CAN I PURCHASE TICKETS TO PERFORMANCES BY COMMUNITY ARTS ORGANIZATIONS, SUCH AS THE RESTON COMMUNITY PLAYERS OR RESTON CHORALE?

Tickets for Community Arts Partner Organizations go on sale 2 weeks prior to their first performance date, and can be ordered by the same means as Professional Touring Artist Series tickets, except for our online system. Only Professional Touring Artist Series tickets are available online. We may offer online ticketing for community arts organizations through Tickets.com as well once we have completed a pilot phase involving the Professional Touring Artist Series; so stay tuned for that possible development. At this time, only the Reston Community Players offer their own online ticketing system for sale of their tickets and subscriptions. Please check organization websites for more detailed information about their ticketing and/or subscription sales procedures.