

FREQUENTLY ASKED QUESTIONS ABOUT THE CENTERSTAGE BOX OFFICE SERVICES:

Thank you for using our phone-in system to order tickets. We appreciate this as our voice mail messaging system gives you 24-hours a day, seven days a week access to ticket reservations and allows for cost-effective staffing. To help you get the most satisfaction from your CenterStage ticketing experience, we offer the answers below to the most frequently asked questions about our Box Office Services.

1. Why can't I buy my tickets in person and take them with me at that time? Because several phone orders may be ahead of your walk-in purchase and we want to process all orders in turn as they are received. We don't staff the Box Office as many hours as the Center is open, but we are able to fill ticket orders generally within 48 hours of receiving them, whether by phone or in person. By keeping staffing costs lower, we don't have "add-on" processing fees.

2. How are my seats selected? If you give us information about your seating preference with your order, whether in writing on our order forms, or over the telephone, we will try to put you in seating locations that match your preferences as closely as possible. We also advise patrons in advance that with only 12 rows of seats, there are a limited number of aisle seats. We recommend you tell us if you prefer closer to the front than the back, and whether you prefer to be closer to the center than the front or back. With only 290 seats in our house, we feel confident that there really is not a bad seat to be in! We ask too that you please be sure that we are aware of any special needs you might have **when you place your order** so we can help you have a comfortable experience.

3. Why do I have to buy a ticket for an infant or child who will sit on my lap? Fire laws in Virginia require a ticket for every person in the theatre so as not to exceed capacity. All our ticket prices are as low as possible to help make family attendance at live theatre events an affordable experience. We don't add charges to ticket prices for processing orders by phone with charge cards, and there is free parking available in the Hunters Woods Village Center.

4. How should I interpret your age guidelines on the performances in the Professional Touring Artist Season list of events? Wherever we say "suitable for all ages", we are letting you know that the event is designed to appeal to family audiences. Very young children and infants' attention spans are very individual and sometimes limited, so we trust parents to know if sitting still in a theatre for an hour and a half (the typical performance length) is something their youngster can do. Where we indicate "suitable for ages nine and older," you can anticipate that the type of event will require quiet, focussed attention for at least an hour and a half. The "suitable for ages 14 and older" performances require the attention behavior described for the last category, and in addition, the content may require more maturity to appreciate it or for parents to feel comfortable letting their children attend. Also, the 14 and older category may have content that children younger than 14 may not have yet learned, for example advanced study of poetry or fiction, William Shakespeare's plays, or some aspects of abstraction/conceptualization. Performances that contain content appropriate for adults are designated "suitable for ages 18 and older." For those performances, we may require identification or advance parental permission for anyone younger than 18 to attend. If you ever have a question about the content of a performance, we encourage you to call the Performing Arts Director to discuss the event prior to purchasing your tickets.