



**General Information & Policies  
for the Ferguson Fine Arts Center Theatre**

# **Theatre Policies**

## **Accommodations for Patrons with Disabilities**

### **Accessible Seating**

The Ferguson Fine Arts Theatre has accessible seating for people with mobility limitations. Please notify the Box Office of any special needs at the time of your ticket purchase. Ushers will be available at the theatre doors. Please let the ushers know how to help you.

### **Assisted Listening**

Assisted listening devices are available for our patrons at no cost. Please notify the Box Office staff when you arrive. A driver's license/photo ID is required to obtain a device.

### **Service Animals**

Certified service animals necessary to serve patrons with disabilities are welcome and must remain on a leash or harness at all times. Please contact the Box Office if you intend to bring a service animal to an event so appropriate seating can be reserved.

## **Backstage**

No one is allowed backstage prior to, during, or after any performance without proper authorization and identification.

## **Food and Drink**

Food and drink are permitted in the lobby but are prohibited in the theatre at all times.

## **Inclement Weather**

If a performance goes on even though the weather is bad, the Theatre is not required to provide a refund. If a performance is canceled, refunds or exchanges to other performances will be offered. The Theatre will make every effort to notify you in case of a cancellation.

## **Age Restrictions**

This is typically a decision we leave up to a parent or guardian, as children's maturity levels can vary. If there is any question as to the appropriateness of the material or the entertainment value for children, please feel free to contact us with any questions. Please be advised that any children that prove to be an interruption or distraction to the performance will be asked to leave the performance.

## **Performance Length**

The length of a production varies a great deal. Typically, we try to keep running times between 90 and 120 minutes. For more information, please feel free to contact the Box Office several days before attending. We would be happy to assist you in getting an estimate of the performance length.

## **Arrival Time**

We recommend that you arrive at least fifteen minutes prior to the performance; however, if you still need tickets please plan to arrive earlier to accommodate your purchase.

## **Late Seating**

Late seating may be disruptive to performers and the audience. Latecomers will be seated at the discretion of the Theatre staff. A patron arriving late for a performance may be required to stand outside the Theatre or sit in a pre-designated until intermission or until appropriate time allows seating without disruption to the performance.

## **Lap Seating**

Any person entering the Theatre must have a ticket. Children may sit on parents' laps but they must be accounted for with a ticket.

## **Theatre Etiquette**

Performances start promptly. Please arrive with plenty of time to park and find your seat. Please remember to silence pagers, cellular phones, and watches.

The Ferguson Fine Arts Theatre requests that all audience members treat the Theatre space and its actors/technical staff as well as other audience members with respect. The Theatre staff reserves the right to remove patrons who are disruptive during the performance or mistreating the Theatre facilities or staff. Due to strict fire department regulations, it is never permissible to stand in any aisle space. If your enjoyment of a

performance is being compromised by other members of the audience, please speak with the Box Office Manager, House Manager, usher, or a member of our security staff.

Patrons who engage in illegal activities, are intoxicated, or are otherwise disruptive (including, but not limited to heckling; public nudity; and smoking in non-designated areas) will be escorted from the property without refund.

Shirts and shoes are required to be worn at all times for every Ferguson Fine Arts Theatre event.

## **Electronic Recording Devices**

Taking photographs or making a recording of any kind during a performance is forbidden. This copyright infringement is strictly enforced. Flashes from cameras or lights from video recorders may result in on-stage injuries. Patrons found violating this policy may be removed by Theatre staff.

## **Questions or Concerns**

Please see the Box Office Manager, House Manager, or usher if you have any concerns during a performance. General information about upcoming events is available at the Box Office and the Events section of our website. Please share your comments and let us know how you enjoyed the performance by sending us an email.

## **Box Office Policies**

### **On Sale Date**

Tickets go on sale one (1) month before each event. If opening night for an event is June 8th, then tickets would go on sale the Monday closest to May 8th.

### **Ordering Tickets**

Although tickets will also be available at the door, we strongly encourage our customers to use these options in order to secure the best available seats early. If ordered more than five days prior to the opening performance, tickets will be mailed directly to your home at no extra charge.

### **In person:**

Box Office: Monday – Friday, 1:00 p.m. – 5:00 p.m.

Ferguson Fine Arts Center, Office 59

(Open in the lobby 30 minutes prior to performances)

**By Phone:**

815-235-6121 (Monday – Friday, 1:00 p.m. – 5:00 p.m.)

With this option, payment needs to be received within five business days of the opening performance. If payment has not been received by this time your tickets will be released.

Within five business days of the opening performance, phone orders will be held at the “Will Call” window. A photo ID is required to pick up tickets at the “Will Call” window.

**By mail:**

Box Office  
Highland Community College  
2998 W. Pearl City Rd.  
Freeport, IL 61032

Because we have no control over mail delivery, it is not recommended to use this option if it is within five business days of the opening performance.

**Online:**

To purchase tickets online, please view our Events page at <http://highland.edu/boxoffice/events.asp>

**Paying for Tickets**

We accept cash, check (made payable to HCC) and VISA, MasterCard, or Discover.

If payment has not been received within five business days of the opening performance, tickets will be released.

**Ticket Fees**

The Ferguson Fine Arts Center Theatre strives to give each of our patrons the best customer service possible. Fees charged for buying tickets to events at our theatre help cover the cost of fulfilling your ticket order. These costs may include labor, equipment, supplies and postage as well as any costs associated with processing orders or running credit cards. All ticket fees are non-refundable.

- **Service Fee**

A \$2.00 service fee will be charged for each ticket purchased.

## Selecting Seats

Our Box Office staff will help you select the best seats possible at the time of purchase. You may view our seating chart (<http://highland.edu/boxoffice/seating.asp>) to better understand the layout of our Theatre and help assist with this process. In order to be seated with your friends or family, tickets must be purchased together.

## Waiting List

For sold-out performances, a waiting list will begin thirty minutes before each performance. Waiting list requests may only be made in-person the evening of the performance. (no phone calls, please)

## Ticket Policies

- Ticket orders/reservations will only be taken during regular Box Office hours. (Monday – Friday, 1:00 p.m. – 5:00 p.m.)
- All tickets are the responsibility of the patron. Please see our Exchanges/Refunds policy for information about exchanging/refunding tickets; or our Lost Tickets/Reprints policy for any lost, damaged, or stolen tickets.
- If you fail to pick up your tickets (and the Box Office was not notified during regular Box Office hours) your credit card will still be charged.
- Any unclaimed tickets will be released at the start of each performance. In the event of a sellout event, a “last call” will be made, and then all unclaimed tickets will be released to those waiting for tickets.

## Ticket Discounts

Student tickets are available for any full-time college student currently enrolled in twelve (12) or more course credits. Student tickets also include grade school and high school students.

Senior Citizen tickets are available for those 60 years of age and above.

Alumni tickets are available to anyone who has earned credit at Highland Community College and/or Freeport Community College, and is a member of Highland Community College’s Alumni Association.

To receive an Alumni discount, an Alumni Association Card is required and may be obtained by visiting <http://highland.edu/alumni/register.asp>.

Alumni discounts are not available for Summerset productions.

## **Exchanges/Refunds**

We are unable to issue cash refunds. Refunds will be issued as a voucher in the amount of your ticket purchase and will be valid for the remainder of the current semester and the next semester.

We will gladly exchange your tickets for a different performance, provided that the date on your ticket(s) has not passed. All exchanges/refunds must be made in person during regular Box Office hours and no later than one business day prior to the performance. *Exchanges after the fact are not permitted – no exceptions – as that performance has already been reconciled.*

## **Lost Tickets/Reprints**

Lost, damaged, or stolen tickets may be reprinted for reserved-seating performances only and will be available at “Will Call” the evening of the performance. Please present a current photo ID to the Box Office attendant. There is a \$2.00 per ticket reprint fee.

## **Complementary Tickets**

All complementary tickets must be requested during normal Box Office hours. No complementary tickets will be issued the evening of performances. This also includes complementary tickets for full-time Highland employees and Gold Card members. Some restrictions may apply.

The lowest priced tickets will be comped first.

## **Group Sales**

For groups of 10-15, all ticket prices are reduced by \$1.00. For groups of 16 or more, all ticket prices are reduced by \$2.00.

### **Group Sale Ticket Procedure:**

- The group coordinator will estimate the group’s potential attendance.
- Next, the coordinator will call Box Office with a preferred date and estimated attendance.
- The Box Office will place a temporary hold on the best seats available for the group, taking them off sale to the general public.

- The Box Office will then give the group coordinator a date that payment needs to be made. If the Box Office does not receive payment by this date, then tickets will be released.

When the tickets are paid in full, the group coordinator will receive all tickets to facilitate distribution. Each group is responsible for distributing tickets to attendees. Tickets will not be held for individual distribution by the Box Office.