



Ticketing Services Policies Amended June 1, 2009

Season Subscriptions. Season subscribers hold preference over other patrons relative to the performance Season of the Reichhold Center for the Arts. As such orders are processed in *priority manner*, taking effect with subscribers who are donors of the Reichhold holding preference over other non-donating subscribers. Seating within the first four (4) to six (6) seats off the center isle in the covered section are primarily held for season sponsors and/or subscribers who are donors. Further, with the aforementioned, season tickets will be processed using the following schedule:

1. Renewing Subscribers who are donors
2. New Subscribers who are in the Patron & Sponsoring Patron donor levels.
3. Renewing Subscribers
4. New Subscribers
5. General Public Sales

In the season subscription process, patrons are encouraged to state their seating preference on their order form, however there is no guarantee that a patron will receive those seats as noted. Seating assignments are made at the discretion of the System Administrator in conjunction with the Manager of Ticketing Services following the above schedule of seating priority. Once seating is assigned, patrons are later contacted during the processing period and informed of their seating assignment, if a change has been made to their seating preference or subscription as processed in the past. Although this policy takes effect, the Reichhold Center for the Arts in accordance with our established Standard Operating Procedures and Policies, reserves the right to move, cancel, or otherwise assign seats to patrons as enclosed in the Ticketing Services Policies.

All Sales are Final. There are no refunds or exchanges. This ticket purchase will appear on your credit card statement as a refund (credit) from Reichhold Center for the Arts – UVI. If your tickets are being mailed to you, it is your responsibility to notify us prior to the performance if you did not receive your tickets, to allow for re-printing of your tickets upon your presenting the Order Confirmation and/or credit card used in the purchase and proper photo identification.

Artists are subject to change without prior notice and a change of artist is not cause for a refund, however as soon as the Reichhold Center is notified of a cancelled event by an artist or an artist representative, we immediately notify all original ticket purchasers by phone and email. For events that are cancelled and NOT rescheduled, you will be notified of several options that will be available. As such, you may not have to return the tickets and the refund is usually processed by the method of payment you originally used. Refunds will be issued to the patron who purchased the ticket, which may not be the actual ticket holder. If an event is rescheduled, you will have the option of receiving a refund or receiving tickets for the rescheduled date. In both cases, you will need to return tickets to the Ticketing Services Department in order to finalize the transaction. When an event cancels or reschedules, it is always best to keep your tickets until you actually receive the refund or new tickets. Your ticket is your receipt.

Copying any performance by camera, audio, or video recording equipment is prohibited.

Online Sales Through a collaborative effort with the Reichhold Center's Ticketing System vendor, Ticketing Services has established a process to purchase tickets online through the Reichhold Center for the Arts website www.reichholdcenter.com. As such, this process is in real time selecting the best available seats within the theater for selected performance(s). **Tickets purchased through the website are for your personal use and may not be resold for more than the face value.** We reserve the right to cancel any order we deem in conflict of this policy. If we cancel your order, or hold your tickets for Ticketing Services Department pick-up (with credit card and photo ID), we will contact you via email within two business days.

There may be per-order ticket limits established by concert promoters or show producers for some events. These limits will appear on the specific event page and must be adhered to.