

Frequently Asked Questions

What are the hours of operation for the Ticketing Department?

The Ticketing Services Department is opened:

Monday-Thursday 10am -4pm

Friday 10am-6pm

Saturday 11am-4pm

Performance Days: 11 am – 9:30 pm

What is the Reichhold Center for the Arts (RCA) Ticketing Services Department? Ticketing Services Explained

The Reichhold Center for the Arts Ticketing Services Department is the in-house ticketing operation for all events held at the Reichhold Center, or for performances or events that the department is contracted for. The department also designs and prints tickets to order for promoters throughout the Virgin Islands and the larger Caribbean. The RCA Ticketing Services Office is the one-stop shop for all events presented or held under the Reichhold Center banner. The Reichhold Center Ticketing Services Office accepts cash, checks, debit card, American Express, Master Card and Visa for ticket and gift certificate purchases.

How do I contact the Ticketing Services Office?

By Phone

Call the Ticketing Services Office at 340-693-1559

Monday-Thursday 10am -4pm

Friday 10am-6pm

Saturday 11am-4pm

Performance Days 11am – 9:30 pm (*however the office does not accept calls between the hours of 7pm – 9:30 pm, due to will-call services*)

By Email

boxoffice@reichholdcenter.com

In Person

Monday-Thursday 10am -4pm

Friday 10am-6pm

Saturday 11am-4pm

Performance Days: 11am – 9:30 pm

*** On Sundays with performances, the Ticketing Services Office will open at 1pm and will remain open 1 ½ past the start time of the event.*

Where is the Ticketing Office Located?

The Ticketing Services Office is located at the Reichhold Center for the Arts to the right of the Main Entrance of the center. The office's mailing address is:

**Reichhold Center for the Arts
Ticketing Services Department
No 2 John Brewers Bay
St. Thomas, VI 00802**

Season Subscriptions Defined

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.*

How do I Buy Tickets?

Tickets may be purchased online, by phone or in person at the RCA Ticketing Services Department. To Purchase Tickets:

Online:

Using our real time best available system tickets may be purchased online 24 hours a day, seven days a week using American Express, MasterCard or Visa. Simply select a performance and follow the steps for purchasing. Tickets will be either mailed or held at the Ticketing Services Department, depending upon the date of the performance.

Phone:

If you don't like the Internet, or you just want to speak to someone who knows the center, you can call us at 340-693-1559 and let one of our Ticketing Services Agents help you with your purchase. The Office is open on Monday through Thursday from 10am-4pm, Friday 10am-6pm and Saturdays 11am-4pm. Tickets ordered by the phone at least 7 days in advance of the event will be mailed, or may be picked up at the Ticketing Services Department at your request. Please bring your credit card as a form of ID when picking up your Tickets.

In Person:

If you want some face to face service, you can visit us at the Ticketing Services Department located at the Reichhold Center for the Arts at # 2 John Brewers Bay.

Promotions and Discounts:

Please call Ticketing Services at 340-693-1559 during normal business hours to learn about available ticket discounts and special promotions for selected events.

Special Requests & Accommodations:

If you have any special request or concerns regarding accommodations during a performance, please contact Ticketing Services at 340-693-1559 or by e-mail at boxoffice@reichholdcenter.com. We are pleased to assist you with your needs.

What are the Policies of the Ticketing Department?

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 the 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 so we may reprint them for you upon your presenting the Order Confirmation, 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 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 this 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.