

Wake Forest Renaissance Centre Ticket Sales Policy

BOX OFFICE INFORMATION & HOURS

Location: 405 S. Brooks Street, Wake Forest, NC 27587

Phone number: 919-435-9458

Hours of Operation: Monday through Friday, 9am-noon and 1-5pm.

Website: www.wakeforestrencen.org

The box office is also open at least one hour prior to all performances and will remain open through the first intermission. When there is no intermission, the ticket office closes 30 minutes after performance start time.

PURCHASING TICKETS

Tickets may be purchased by one of the following methods and will only be issued upon full payment. The Wake Forest Renaissance Centre does not accept reservations with the exception of school field-trip groups.

IN PERSON

Tickets may be purchased at the box office as soon as tickets go on-sale for a show or prior to curtain time, if tickets are still available. We accept cash, credit cards or checks. Checks must be made payable to the Town of Wake Forest. A driver's license or state ID must be shown to pay by check at the Box Office.

ONLINE

Tickets may be purchased online with a credit card through the following websites and are subject to an Etix service fee for each ticket purchased.

Town of Wake Forest – www.wakeforestnc.gov/renaissance-centre.aspx

Renaissance Centre – www.wakeforestrencen.org

Etix.- www.etix.com/

BY TELEPHONE

Tickets may be purchased by credit card over the phone when speaking with a Box Office Assistant. Tickets will then be left for pick-up at Will Call. Do not leave a credit card number on the Box Office voice messaging system.

CHECK YOUR TICKETS CAREFULLY

Whether ordering in person, by phone, or online, please check the event, time and date on your tickets to make sure it is correct. Call the box office as soon as possible if there is a discrepancy.

LOST TICKETS

Call the box office if you have lost your tickets. Your purchase will be verified and duplicates will be issued for pick-up or will be left at Will Call.

WILL CALL

Tickets will be held at the Box Office until show time. Please have valid ID available for pick-up.

REFUNDS

The Wake Forest Renaissance Centre does not offer refunds on purchased tickets. In the rare occasion that an artist is unable to perform due to weather, sickness or an event is unable to continue for any other unavoidable reason, we will inform all ticket purchasers by email. Please make sure that the email address associated with your purchase is up to date. If a performance is canceled, we will refund the ticket amount to the original credit card, or request a refund for the ticket amount paid for by cash from the Town's Finance Department (refund amount will be mailed) or, if applicable, offer tickets for a rescheduled performance.

INCLEMENT WEATHER

If a performance goes on even though the weather is poor, the Wake Forest Renaissance Centre is not required to provide a ticket refund. If a performance is canceled by the Wake Forest Renaissance Centre due to inclement weather, refunds or exchanges for other date of the same performance may be offered if available. The Centre will make every effort to notify you by e-mail in case of a cancellation.

TICKET EXCHANGE POLICY

The Wake Forest Renaissance Centre offers ticket exchanges on limited performances. You may phone or visit the box office *prior to the original ticketed event* to exchange your seats for another performance, or donate their value to the Wake Forest Renaissance Centre. Guests that donate the ticket value to the Wake Forest Renaissance Centre will receive a donation letter for tax reporting purposes. Please make sure that the email address associated with your purchase is up to date.

TICKETS FOR CHILDREN UNDER 2 YEARS OLD

Every patron must have a ticket for every show regardless of age with a few exceptions regarding some children's shows. For some children's shows, children under the age of 2 may attend without a ticket. However, this is not the case with all children's shows. If you are unsure whether your child needs a ticket, contact the box office.

GROUP TICKETS

Some performances at the Wake Forest Renaissance Centre offer group ticket rates. If you have a group that would like to attend a particular show it is best to contact the box office to inquire if group rates are being offered for that show. When being seated, the group needs to enter the performance area together.

SPECIAL ACCOMODATIONS

Advise the Box Office Assistant prior to purchasing a ticket when a special accommodation is required. Assisted listening devices are available upon request.

TICKET PURCHASERS AND TICKET HOLDERS

MAY NOT SELL, OFFER FOR SALE, OFFER AT AUCTIONS, RESELL, DONATE, ACT AS COMMERCIAL AGENT FOR ANOTHER PARTY OR OTHERWISE TRANSFER THEIR TICKETS IN ANY WAY WITHOUT THE SPECIFIC PRIOR WRITTEN CONSENT OF THE TOWN OF WAKE FOREST.

The Wake Forest Renaissance Centre will only give such consent in case a ticket holder:

- (a) wishes to transfer a ticket to a privately invited guest or family member for free or for the price charged to the ticket holder by The Wake Forest Renaissance Centre;

(b) any other reasons which may be previously approved by the Wake Forest Renaissance Centre management.

The purposes for the policy limiting ticket transfers include event security, consumer protection and economic fairness. This policy aims to:

(a) ensure that tickets are sold to true fans of the event, not those who are simply seeking to buy and resell tickets for their own commercial gain;

(b) ensure that once sold, all tickets to all events are actually used by true fans;

(c) maximize access to tickets for true fans;

(d) provide opportunities for consumers who, after successfully acquiring tickets later realize that they are unable to attend the event;

(e) provide a safe, legitimate means for consumers to transact in a secondary market for tickets without being subject to the misleading practices of those who engage in unauthorized re-sales and undermine the law and policies

(f) facilitate security plans and policies for the event.

THIRD PARTY TICKET SELLERS

The Wake Forest Renaissance Centre does not work with or endorse any third party ticket sellers except Etix.com. We are not responsible for any purchases made through third party ticket services.

LATE TICKET HOLDERS

Late seating can be disruptive to the performer and to the audience. Latecomers will be seated at the discretion of the Renaissance Centre staff. Patrons arriving late for a performance may be required to stand outside the lobby or sit in a pre-designated area of the theatre until intermission or until an appropriate break allows seating without disruption to the performance.