



## Suffield Players Ticket Reservation Policy

August 22, 2023

The Suffield Players Covid policy has been updated (June 1, 2023) for performances. The Players continue to encourage and recommend that audience members be fully vaccinated, per CT and CDC guidelines. Feel free to contact the Box Office Manager/Staff if you have any questions or concerns.

- Order tickets online, 24 hours a day using our online ticketing system.
- OR Call our reservation line at 1-800-289-6148 and leave a message. When calling, please provide:
  - Name - with the spelling of your last name
  - Number of tickets and performance date desired
  - Phone number, just in case there is a problem with your reservation
  - Any special needs (i.e., limited mobility, etc) or requests for special seating
- Phone reservations are **NOT** confirmed unless requested when a message is recorded.
- Cash, check or credit card (Visa, MasterCard, American Express, Discover) is accepted at the Box Office on performance nights. Holders of a Membership Comp card should present their card when paying for tickets. Advance payment for tickets reserved by phone can be done by check and mailed to: Suffield Players Box Office, PO Box 101, Suffield, CT 06078
- No refunds are available for online ticket purchases. Tickets may be exchanged for another date, subject to availability, if requested at least 24 hours prior to reserved performance. All exchanges should be done by phone to 1-800-289-6148 or by email to [boxoffice@suffieldplayers.org](mailto:boxoffice@suffieldplayers.org).
- Tickets will **NOT** be mailed. All tickets are held at the Box Office for pick-up on the performance date.
- All seats are assigned in the order that reservations are received. Special requests may be honored depending on availability. Season Subscribers get preferential seating as available for any reserved performance.
- The Box Office opens one-half hour prior to curtain time. Tickets should be claimed 15 minutes prior to curtain, at which time unpaid tickets may be released for sale to any waiting parties.
- Group sales of 10 or more are available by calling 1-800-289-6148. The group discount is only available when paid in full prior to the reserved performance. No refunds will be made once payment is made.

### **NON-MUSICAL Ticket prices for all main stage productions:**

- \$15 Thursday Opening Night (No discounts)
- \$22 Fridays, Saturdays & Sundays (\$3 Discount for Seniors [62+] and Students)

### **MUSICAL Ticket prices for main stage productions:**

- \$20 Thursday Opening Night (No discounts)
- \$25 Fridays, Saturdays & Sundays (\$3 Discount for Seniors [62+] and Students)

**Group rates:** Group discount available for 10 or more tickets when paid in advance.

### **Main Stage production curtain times:**

- 8:00 pm Thursdays, Fridays and Saturdays
- 2:00 pm Sunday matinees

## Season 2023-2024 Subscriptions:

### Three-show Season subscription prices:

- \$57 Adult Subscription
- \$51 Senior/Student Subscription

### Two-show Subscription prices:

- \$38 Adult Subscription
- \$34 Senior/Student Subscription

- Both Three-Show and Two-Show Season Subscriptions are available online at [www.suffieldplayers.org](http://www.suffieldplayers.org) . Dates must be selected at the time of purchase.
- Each subscription consists of a ticket for each main stage production as selected for a three-show or two-show subscription. December Benefit Performance is not included in the subscription price.
- Preferred seating is noted (if requested at time of purchase and as available).
- Dates for all main stage productions must be selected at the time of purchase.
- Tickets may be exchanged for another date, subject to availability, if requested at least 24 hours prior to reserved performance. Seating will be best available for the exchanged performance. All exchanges should be done by phone to 1-800-289-6148 or by email to [boxoffice@suffieldplayers.org](mailto:boxoffice@suffieldplayers.org) .
- Confirmation of subscription will be emailed or mailed to your postal address. Tickets will **not** be mailed. All tickets will be held at the Box Office for pick-up on the performance date selected.

## Gift Certificates

Customized gift certificates (including Season Subscriptions) are available for any show(s) in our current season. Please request **at least two weeks** in advance for processing and delivery time **if a certificate is to be mailed**.

Choice of methods to request a Gift Certificate:

1. **Email:** Email to [boxoffice@suffieldplayers.org](mailto:boxoffice@suffieldplayers.org). Include type of gift certificate (birthday, anniversary, graduation, etc), number of tickets wanted, the recipient's name and contact information for distribution of certificate to the giftee. Also include your name, email address and phone number to contact you. Payment can be made by credit card or check (see #4 below). The Box Office Manager or staff will contact you to discuss any details.
2. **Online:** Order tickets at [www.suffieldplayers.org](http://www.suffieldplayers.org) for selected performance with a note in the Comment Section with Recipient's name and contact information. Tickets can be held at the Box Office for Will Call.
3. **Call:** 1-800-289-6148. Leave a message with your name, phone number and email address requesting a call back. Someone will get back to you for details.
4. **Mail:** Mail a check payable to *Suffield Players* for the total cost. Include the number of tickets along with your name, address and phone number and the recipient's name and the desired show. Mail to: Suffield Players Box Office, PO Box 101, Suffield, CT 06078. A certificate can be mailed or emailed to you for gifting.

Seating Diagram:

