

Box Office/Ticketing Policies of Shelby County Community Theatre

Box Office/Lobby opens 1 hour before show. Showroom opens 1/2 hour before show.

PURCHASING TICKETS: Advance payment is required when purchasing tickets. All ticket purchases, both online and by phone, require a credit card. If a credit card is not provided, a reservation may be held on a temporary basis until payment is made by mail or in person to Shelby County Community Theatre at 801 Main Street, Shelbyville, KY 40065. Payment must be received at least 48 hours prior to the scheduled performance. **Reservations without payment at 48 hours prior to the performance may be cancelled.**

PROCESSING FEES: In order to offset the cost of box office staff and ticketing software, every ticket purchased at the Shelby County Community Theatre (with the exception of Season Tickets and Guest Passes) is assessed a processing fee. This fee is charged whether the ticket is purchased online or by phone.

GUEST PASSES: Guest Passes are not tickets. You must make a reservation for the date and time of the performance you wish to attend. You must have one (1) Guest Pass for each ticket you request. Each Guest Pass displays a code on the back which must be entered to complete your reservation request. If you are unable to complete your transaction online, please contact the box office at (502)633-0242.

CANCELLATIONS: All ticket sales are final. In the event you are unable to keep your reservation, please contact the box office at (502)633-0242 to discuss an exchange of your tickets.

Performance cancellations due to inclement weather or other circumstances are very rare. When a performance must be cancelled, we will make every attempt to contact you to make arrangements for an alternate date or an alternate show. Please note: SCCT does not offer refunds when a performance has taken place.

HANDICAPPED ACCESSIBLE SEATING: Accessible seating, including companion seats, is limited and is available on the front row only. Only one companion seat is permitted per party. In order to purchase a companion seat, a handicapped accessible seat must be selected within the same transaction. **Patrons needing handicapped seating must call the box office at (502)633-0242 to obtain tickets and must inform the box office of specific accessibility needs at the time of ticket purchase.** Handicapped accessible seats will be sold to the general public in the event that all other non-accessible seats are already sold.

LATE ARRIVALS: Please plan to arrive at least 15 minutes prior to scheduled show time. If you know you are going to be late, please call the box office at (502)633-0242. Late patrons who have not called prior to show time will have their tickets sold to "Stand By" patrons and no refunds will be given. Late arrivals whose seats have not been released may be seated by the House Manager at the first appropriate time in the production. Seating may not be in originally purchased seats.

CHILDREN: Every guest must have a ticket for a designated purchased seat. Children must be able to sit quietly throughout the performance. Unless a performance is clearly geared to children, SCCT recommends only bringing children age 5 or above to performances. If you are unsure of the suitability of a particular show for children, please contact the theatre office at (502) 633-0222 prior to purchasing tickets.