

Ticketing Policy

All tickets and reservations for Scranton Shakespeare Festival events are subject to the conditions of our ticketing policy. By reserving and/or purchasing a ticket, you, the ticket holder, and those attempting to use reserved tickets to gain entry into a Scranton Shakespeare Festival event, are agreeing to abide by the terms and conditions herein. Failure to comply with these terms and conditions may result in removal from the premises, a ban from future SSF events or the involvement of law enforcement.

ARTICLE 1 : TICKETING

1.1 Scranton Shakespeare Festival has one ticketing outlet for online reservations. This can be found on our website at www.scrantonshakes.com. Scranton Shakespeare Festival will not honor tickets purchased through third party vendors. Alternatively, you can book tickets by calling our box office at (570) 230-7277.

1.2 General access to free summer season tickets begins roughly two weeks prior to the opening of the first show of the season. The online system will remain open for bookings until the last show of the season. Box office hours may vary.

1.3 Scranton Shakespeare Festival cannot guarantee that the online ticketing system will be available at all times. There may be times when maintenance, technical difficulties or other unforeseen circumstances makes the system unavailable. Please book early to avoid disappointment.

1.4 By obtaining tickets and using our service, you agree that contact information given to us (you or your guests' email/phone/ mailing address) during the ticketing process may be used for the purposes of keeping you up to date with Scranton Shakespeare Festival's future events, products, appeals and services.

ARTICLE 2 : RESERVATIONS & PAYMENT

2.1 To be eligible for a free ticket to a Scranton Shakespeare Festival performance. The following criteria must be met:

- A valid full name must be given for every member of the attending party, if requested.
- A valid unique email or mailing address must be given for every member of the attending party, if requested.

2.2 All reservations, though confirmed, may be subject to changes or cancellations by Scranton Shakespeare Festival management due to operational reasons at any time. If a change or cancellation is necessary, you will be notified via the email address supplied during booking.

2.3 For tickets with an associated cost, all transactions are non-refundable. Scranton Shakespeare Festival will not refund transactions unless an event has been canceled by our organization and is not being rescheduled for another date.

2.4 Unattended reservations may result in the cancellation and/or future restriction of any other bookings made for Scranton Shakespeare Festival events. Please contact the box office to notify and cancel reservations you will not be using **at least 3 hours prior** to show time.

ARTICLE 3 : AT THE VENUE

3.1 Those entering an SSF performance venue agree to abide by all signs, posted placards and instructions from members of staff.

3.2 Bags and persons may be inspected upon arrival. Luggage, shopping bags and other large packages that will not fit comfortably with you at your seat will not be allowed inside the theatre/at the venue. There is no coat/bag check area. Do not leave your personal bags (purses, backpacks) unattended at any time.

3.3 The recording and/or photographing of any Scranton Shakespeare Festival performance is strictly prohibited. Violations of this policy may result in a criminal prosecution under copyright law and you may be asked to leave the venue with restrictions on returning.

3.4 Scranton Shakespeare Festival does not operate a dress code policy. For all performances, attire should be comfortable and appropriate for the occasion.

3.5 All persons entering a performance venue must have a ticket, except children under 3 who will be seated on someone's lap. If you intend on using a seat for children under 3, a ticket must be reserved.

3.6 Late seating is never guaranteed to any performance operated by Scranton Shakespeare Festival. The seating procedure for latecomers varies by performance and by seat section. Late patrons will be seated if appropriate, and always at the discretion of the House Manager. Please arrive in plenty of time to avoid being turned away.

3.7 Failure to check-in/scan in to a performance at least 10 minutes prior to the advertised start time may result in your tickets being forfeited and reallocated.

3.8 In demand performances may be “oversold”. This means there may be more tickets allocated than seats available at the venue. Overselling prevents performances running with empty seats but rarely sees guests turned away. Therefore:

- Ticket holders who arrive at least 10 minutes prior to showtime but after the venue is at capacity will receive “Guaranteed Tickets” to an alternative performance.
- Ticket holders who arrive after the venue is at capacity but less than 10 minutes prior to showtime will not be admitted to the venue and will receive no compensation.

3.9 Where specific seating is not reservable online or at the box office, seating is on a first-come first-served basis. All guests, however, must pay attention to marked reserved seating signs, areas marked for specific guests, and directions from Front of House staff. Scranton Shakespeare Festival reserves the right to move and/or re-seat guests at any performance venue based on operational requirements.

3.10 Non-compliance with Front of House staff requests will result in all guests in that party being asked to leave the venue.

3.11 With the exception of staff, crew and performers, no outside food or beverages are permitted at the venue at any time.

ARTICLE 4 : WAITLIST

4.1 Performances that reach sold out status will activate a waitlist procedure. All guests are subject to the same process.

4.2 Signing up to the official waitlist online will grant priority (in order of sign up then by number of available seats) over those who sign up in person at the box office at the venue.

4.3 Online waitlisted individuals may receive a ticket when space is available up to 3 hours prior to the performance.

4.4 Without a ticket, online waitlisted individuals may still arrive at the venue to wait for an open seat. These persons should check in with the boxoffice at least 10 minutes prior to showtime to honor their online priority and position on the list.

4.5 Persons without a ticket or online waitlist position can still arrive at the venue and sign up for the standby waitlist.

4.6 Seats will start being allocated, on a space available basis, approximately 5 minutes prior to the showtime.

4.7 Incomplete parties at the time of allocation, may not be seated.

4.8 Allocations will happen in order of sign-up time, then by party size based on the number of seats available.

ARTICLE 5 : COVID-19

5.1 All guests attending Scranton Shakespeare Festival events understand that by attending in-person, there is an inherent risk of contracting COVID-19. Scranton Shakespeare Festival will not be held liable in the event any guest contracts the virus.

5.2 All guests attending Scranton Shakespeare Festival events may be subject to COVID-19 mitigation measures. You can find out what safety practices are currently in place by visiting our website at www.scrantonshakes.com/covidmeasures

5.3 Guests unwilling to comply with imposed COVID-19 measures will not be permitted into Scranton Shakespeare Festival venues/events.