



IMPORTANT MEMBER POLICIES

BroadwayInKC.com



Theater Policies

Accessible Seating

Please contact an usher upon arriving at the theater for assistance with wheelchair locations and restroom facilities. Please arrive early if you need special assistance.

Cameras/Cell Phones/Recorders

Cameras and recording devices, pagers and cell phones may not be used in the theater. Violation of this rule may result in eviction from the theater at the discretion of management.

Children

For shows not specified as “family friendly,” children under five are not recommended. Children attending must have a ticket and may not sit on a patron’s lap. Please exercise discretion in bringing children under 12 to performances.

Emergency Number

It is always a good idea to leave your exact seat locations and the phone number **816.513.5000 (Music Hall)** or **816.994.7244 (Kauffman)** with whomever might need you in an emergency (only during performances).

Hearing Enhancement

Infrared headsets are available in the lobby at the Music Hall and Kauffman Center at no charge to the hearing impaired. Please arrive early to obtain headsets prior to curtain. See an usher for details. We also provide closed captioning. Call 816.421.7500 for details.

Latecomers

For the safety of our members and the performers, latecomers will be seated by house staff at a suitable break in the performance, subject to the producers’ rule for each individual show.

Lost and Found

Please report lost and found articles to the office. To follow up on a lost item, call **816.513.5111 (Music Hall)** or **816.994.7222 (Kauffman)** and ask for lost and found.

Smoking

Smoking, including electronic vaporizing devices, is not permitted anywhere inside the facility.

Terms And Conditions

Season Subscriptions, and all Tickets and Additional Tickets purchased under any Subscription, are subject to the Broadway Across America® Standard Season Subscription Terms and Conditions posted on our website at BroadwayAcrossAmerica.com/SubscriberTerms. By purchasing a Season Subscription, you agree to such Terms and Conditions. Prices, shows, artists, dates and times are subject to change at any time without notice.

Lost Ticket Locators

Please record show dates, times and where you put your tickets on your calendar. If tickets are lost, call the Theater League Office. Seat locators (replacement tickets) will be held at the **Venue’s Ticket Office** for you to pick up one hour prior to each performance.

Ticket Exchange

Only Kansas City Broadway Series Members may exchange their tickets. Exchanges are subject to availability and must be transacted no later than 24 hours prior, subject to producer approval, to the date printed on the tickets. You may exchange in person at our offices from 10 a.m. to 5 p.m. Monday through Friday as well as by phone, 816.421.7500, or mail.

Members may also exchange online by logging into their account at BroadwayInKC.com. Exchanges received less than 10 days prior to the performance will be held at will call. Please note: ticket exchanges for Disney's THE LION KING must be completed no later than 72 hours prior to your performance.

Exchanges are subject to the following:

- A \$1 per ticket exchange fee (\$3 per online transaction).
- An upgrade charge if you are exchanging to a higher-priced ticket.
- Best seating available at the time of exchange.
- Tickets are non-transferable between different shows, except through the Swap a Show benefit.

Cannot Use Your Tickets?

We are unable to transfer, offer a credit or refund unused tickets. If tickets are received at our box office no less than 2 weeks prior to the show, we will issue you a tax credit letter. If you miss a show due to an emergency, call **816.513.5000 (Music Hall)** or **816.994.7244 (Kauffman)**, if during non-business hours. We will make every effort to seat you at another performance on a stand-by, best available basis, subject to producer approval.

Prices printed on season tickets reflect face value only; they do not include package fees. Tickets will not add up to the paid package price.

Additional Show Tickets

Members may purchase additional tickets for all season shows for friends and family at a special member discount.** Tickets can be purchased in person at the Theater League Office, calling **816.421.7500**, or by logging into your account at BroadwayInKC.com.

Check your tickets!

Is the show, day, date, time and location correct? If not, call Theater League at **816.421.7500** immediately.

**Tickets are non-refundable.
Dates, artists and shows are
subject to change.**

**Subject to approval of producer.

Theater League Office Hours

**Monday-Friday 10 a.m. to 5 p.m.
9001 State Line Rd, Suite 110
Kansas City, MO 64114**

**Contact: 816.421.7500
patronservices@theaterleague.org**

Venue Information

Kauffman Center | 1601 Broadway
M-F 10 a.m. - 6 p.m. | 816.994.7222

Music Hall | 301 W. 13th St.
M-F 10 a.m. - 5 p.m. | 816.513.5074 (no phone orders)

On event days, ticket windows at the theatre will open one hour prior to show time.