

Orpheum Theatre



**BROADWAY
SERIES**

IMPORTANT MEMBER POLICIES

BroadwayOrpheum.com



Theater Policies

Accessible Seating

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

Hearing Enhancement

Infrared headsets are available in the lobby at no charge to the hearing impaired. Please arrive early to obtain headsets prior to curtain. See an usher 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.

Emergency Number

It is always a good idea to leave your exact seat locations and this phone number **602.534.5621** with whomever might need you in an emergency (only during performances).

Cameras/Cell Phones/Recorders

Cameras, recording devices 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.

Smoking

Smoking is not permitted anywhere inside the facility.

Lost and Found

Please report lost and found articles to the office. To follow up on a lost item, call **602.262.7272** and ask for lost and found.

Lost Ticket Locators

Record show dates, times and where you put your tickets on your calendar.

If tickets are lost, call **800.776.7469**. Seat locators (replacement tickets) will be held at **The Orpheum Theatre Ticket Office** for you to pick up 1 hour prior to each performance. We are unable to mail replacement tickets.

If someone else presents your original tickets at the performance, we will do everything in our power to resolve the issue. However, we reserve the right to seat you in another location.

Ticket Exchange

Exchange instructions: Exchanges are subject to availability.

You are welcome to exchange your tickets for any performance of the same show online or by phone. Call The Broadway Series Office at 800.776.7469. For online, log into your member account at BroadwayOrpheum.com.

Exchanges are subject to a \$1 per ticket fee made by phone or \$3 online, plus any applicable upgrade fees. Exchanges for most shows must be made at least 24 hours prior to the engagement.

*If you miss a show due to an emergency, call Monday-Friday, 10 am - 5 pm CST during the show's engagement. We will make every effort to seat you at another performance on a best available basis, subject to prudcer approval. **We are unable to transfer, offer a credit or refund unused tickets.** However, if you miss a performance, you may mail the unused tickets to Broadway At The Orpheum Theatre Series and receive a tax credit letter.

Parking Planner

Parking can be a challenge when other events are occurring downtown. Only Season Members receive complimentary parking passes for the parking lot at 201 West Van Buren. Passes are mailed with your season tickets.

Extra Show Tickets

Members may purchase additional tickets for all season shows for friends and family at a special member discount.* Tickets must be purchased online at BroadwayOrpheum.com or by calling **800.776.7469**.

Check your tickets!

Is the show, day, date, time and location correct? If not, call Broadway Series Office at **800.776.7469** immediately.

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

*Subject to approval of producer.

Venue Information

Phoenix Convention Center Ticket Office
West Building
100 N 3rd St.
Phoenix, AZ 85004
602.262.7272

Monday-Friday 10 a.m. to 4 p.m.
Ticket windows at The Orpheum Theatre
will open on event days only, 1.5 hours
prior to show time.