



**BROADWAY
SERIES**

IMPORTANT MEMBER POLICIES

BroadwayInToledo.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

Headsets are available in the lobby at no charge to the hearing impaired. Please arrive early to obtain headsets prior to curtain. Inquire at the Box Office.

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 **419.381.8851** 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 the box office.

Lost Ticket Locators

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

If tickets are lost, call **419.381.8851**. Seat locators (replacement tickets) will be held at the Box Office for you to pick up prior to the performance. We are unable to mail replacement tickets. Locators may not be exchanged for another performance.

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

Only Theater League Season Members (season ticket holders) may exchange tickets. Exchanges are subject to availability and must be made in person at the Box Office no later than 24 hours* prior to the date printed on the ticket. We suggest that you call the box office to check availability.

Exchanges are subject to the following:

- 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 shows except through the SWAP A SHOW benefit.
- A \$4 per order charge will be applied to ticket exchanges.

*If you miss a show due to an emergency, call the box office, during the show's engagement. Subject to approval of the producer, we will make every effort to seat you at another performance on a stand-by, best available basis. **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 Theater League and receive a tax credit letter.

Special Offers

Periodically, Theater League presents other great shows in Toledo. Whenever possible, members are offered the opportunity to purchase tickets before the general public.

Additional Show Tickets

Members may also purchase additional tickets for all season shows for friends and family at a special member discount.* Tickets must be purchased online using, your discount code, at BroadwayInToledo.com or by calling **419.381.8851**.

Check your tickets!

Is the show, day, date, time and location correct? If not, call the box office immediately.

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

*Subject to approval of producer.

Stranahan Theater

4645 Heatherdowns Blvd.
Toledo, OH 43614
419.381.8851

Box Office Hours

Monday-Friday 9 a.m. to 5 p.m.
Saturday 9 a.m. to 1 p.m.