



Cleveland's  
Classic Company  
*at the Hanna Theatre*

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# D E T A I L S

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## OUR SUBSCRIBER TICKET EXCHANGE POLICY...

- Subscribers can make one FREE exchange for each production of the season without a handling fee. A \$2.00 per ticket handling fee will apply to each additional exchange.
- All exchanges must be made at least 48 hours prior to the originally scheduled performance. Exchange for weekend performances by noon on Thursday.
- Tickets may only be exchanged for another performance of the same production.
- Tickets for past performance dates may not be exchanged.
- If you exchange tickets for performance dates/times not included in your subscription package, you will be charged the difference between your subscription ticket price and the regular single ticket price for the new performance, discounted by \$5.00.
- When exchanging your tickets, we cannot guarantee the availability of parking in the Hanna Theatre or Playhouse Square garages.
- Exchanges are subject to seating availability.

## OUR SALES POLICY...

**All sales are final. There are no refunds. Plays, players, directors and dates are subject to change.** We do not provide refunds for inclement weather. Only if the governor declares a state of emergency will a performance be cancelled.

**If you cannot use your tickets, we can issue you a tax credit.** You must notify us of your ticket donation 48 hours prior to your performance. Tax credits can be issued through the Great Lakes Theater subscription office only. Contact our office via the info on the reverse of this card.



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## EXCHANGING TICKETS OR REDEEMING VOUCHERS

Tickets/vouchers for all GLT performances may be exchanged/redeemed by utilizing the methods listed below according to the associated policies. (Exchanges must be made at least 48 hours prior to the originally scheduled performance.) Tickets/vouchers exchanged/redeemed more than one week prior to the new performance will be mailed to you. Tickets/vouchers exchanged/redeemed less than one week prior to the new performance will be held at the Playhouse Square Ticket Office or the Hanna Theatre Ticket Office, depending on the performance venue of your production. Tickets can be picked up after 6:00 p.m. (for evening performances) and after 12:30 p.m. (matinees). You must present photo identification to receive your tickets.

### CONTACT US...

#### **BY PHONE:**

**(216) 640-8869**

*Monday-Friday, 10 a.m. - 4 p.m.*

#### **BY EMAIL\*:**

**Marilyn.Niksa@playhousesquare.org**

#### **EXCHANGE ONLINE\*:**

**GreatLakesTheater.org**

*Visit the "Tickets" tab. Click "Subscriber Ticket Exchanges."*

#### **IN PERSON:**

**The Playhouse Square Ticket Office is located in the KeyBank State Theatre lobby.**

**Exchange/redeem in advance.** Ticket Office Hours...

Labor Day - Memorial Day: 11 a.m. - 6 p.m. (Mon.-Sun.)

Memorial Day - Labor Day: 11 a.m. - 6 p.m. (Mon.-Fri.)\*

*\*Closed Sat. & Sun. except on show days.*

*Call (216) 771-8403 for weekly updated hours.*

**Redeem vouchers on the day/night of your performance.**

Fest and Folio Pass vouchers may be redeemed at the Playhouse Square or Hanna Theatre Ticket Offices depending on the performance venue of your production. Day/night of performance redemption will be based upon availability. Sold-out performances will be unavailable for day/night of redemption.

*\*Online/e-mail exchange requests for that weekend's performances must be received no later than 3:00 p.m. the Friday prior. After that time, please call the Ticket Office at (216) 771-8403.*