

## OUR SUBSCRIBER TICKET EXCHANGE POLICY

- You 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 ticket exchange.
- All ticket exchanges must be made at least **48 hours before** the originally scheduled performance. Exchange your tickets for **all weekend performances by noon on the Thursday before** your original performance date.
- You can only exchange tickets from one performance to another within the same production.
- You cannot exchange tickets for past performance dates.
- 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 ticket sales are final. There are no refunds unless Great Lakes Theater cancels a performance. (Should a cancellation occur, notification and ticketing options will be sent **via email** as soon as possible before the affected performance.) Plays, players, directors, and dates are subject to change. We do not provide refunds for inclement weather.

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.

## VISITOR HEALTH & SAFETY

As a resident company of Playhouse Square, we follow the health and safety policies established by our partner. You can find the most up-to-date information on visitor safety protocols & policies at [www.greatlakestheater.org/visitorsafety](http://www.greatlakestheater.org/visitorsafety)



Cleveland's  
Classic Company  
*at the Hanna Theatre*

## EXCHANGING TICKETS OR REDEEMING VOUCHERS

You can exchange tickets\* or redeem Flex and Folio Pass vouchers for all Great Lakes Theater performances through the methods listed below according to the associated policies. We will mail all tickets/vouchers exchanged/redeemed more than one week before your new performance. We will hold all tickets/vouchers exchanged/redeemed less than one week before your new performance at the Playhouse Square or Hanna Theatre Ticket Offices, based upon the performance venue of the production. You can pick up your tickets after 6:00 p.m. for evening performances or after 12:30 p.m. for matinees on the day of your new performance. You must present photo identification to receive your tickets.

*\*Exchanges must be made at least 48 hours before the originally scheduled performance.*

## CONTACT US...

### **BY PHONE:**

**(216) 453-4458**

*Monday-Thursday, 10:00 a.m. - 3:30 p.m.*

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

**MNiksa@GreatLakesTheater.org**

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

**GreatLakesTheater.org/SubscriberExchanges**

We recommend redeeming Flex and Folio Pass vouchers in advance of your preferred performance. You can also redeem Flex and Folio Pass vouchers at the Playhouse Square or Hanna Theatre Ticket Offices, based on the performance venue of your production. Day/night of performance redemption is subject to seating availability.

*\*Online/e-mail exchange requests for that weekend's performances must be received no later than 12:00 p.m. the Thursday prior.*