

The following information is designed to enhance the experience of all theatre patrons. If you have any questions or concerns about your visit with regard to these guidelines please contact the box office at 1-519-782-4353. Many thanks, Theatre Management

**BOX OFFICE POLICY:**

The Port Stanley Festival Theatre is pleased to offer exchange of tickets with 24 hours notice to the Box Office. Tickets may be exchanged for any performance during the season excluding special presentations. Group ticket deposits are non-refundable at any time. PSFT is unable to give refunds for any tickets purchased.

**NO FOOD or DRINK:**

No food or drink will be permitted in the theatre auditorium. Bottled water is accepted.

**LATE SEATING:**

As a courtesy to the performers and other audience members, patrons who are not seated when the performance begins will be asked to wait with a House Manager until an appropriate break in the performance. For your convenience, the lights will flash as a reminder at ten minutes and five minutes before the auditorium doors are closed.

**No BABES in ARMS:**

Port Stanley Festival Theatre enforces A No Babes In Arms Policy.

**GOOD SCENTS POLICY:**

As a courtesy to fellow patrons please refrain from wearing strong perfumes, colognes and/or aftershaves. We ask that you be sensitive to others around you that may have an allergy to scents.

**LOST AND FOUND:**

The House Manager will hold lost and found articles until the end of the performance. After that time please contact the PSFT Theatre administration office at 519 -782 -3914

**CELL PHONES AND PAGERS:**

As a courtesy to all patrons, we ask that you please turn these units to non-audible or off position before the performance begins. In case of an emergency you are welcome to leave your cell phone or pager with a member of the Front of House Staff who will be happy to notify you in your seat.

**PHOTOGRAPHY & VIDEO RECORDING:**

Because of copyright infringement, no cameras, tape recorders or any other recording devices are permitted in the theatre auditorium.

**DISRUPTIVE PATRONS:**

Patrons of any age whose behavior is not appropriate will be asked to leave the theatre. No refunds will be given once the show has begun.

**SMOKING:**

Smoking is not permitted at any time. Smoking is permitted in designated areas only, 30 feet from the building entrance.

**SPECIAL ACCESS & SEATING:**

Wheelchair and handicapped seating locations are available in the first row of the theatre. Patrons wishing to take advantage of this special seating are asked to please telephone the box office at 519-782-4353 prior to the performance.