

## Important Information about Online Ticket Purchases

The Thalian Association presents most, if not all, of its Community Theater performances on the Main Stage at Thalian Hall. Thalian Hall is owned by the City of Wilmington, and managed by Thalian Hall Center for the Performing Arts, Inc. (THCPA) – not by The Thalian Association Community Theater. Therefore, to purchase tickets for a Thalian Association performance, you must do so through the Thalian Hall Box Office and those terms of sale are determined and enforced by the THCPA.

THCPA uses a company called Etix for all of its ticket sales. Even if you order your tickets through the THCPA Box Office with the assistance of the THCPA staff, your ticket is still issued by Etix. This is because it would be inefficient for the THCPA Box Office to be selling from one set of tickets with online purchases coming from another. When a ticket is sold, whether online or by phone, it is removed from the pool of available tickets, so it can't be sold twice.

Clicking the *Buy Tickets* link in the chart provided on the Thalian Association website will take you directly to THCPA's Etix sale window for tickets for the specific date and time corresponding to the Buy Tickets link in the table. If you wish to purchase tickets for another date /time, you must repeat the process by clicking the Buy Tickets link corresponding to this additional time slot.

When you click Buy Tickets and are transported to the Etix sale window for tickets for the specific date and time you need, you will have the option to select how many tickets you wish to buy, what price you want to pay and where your seats will be located. Once you purchase, you will receive a confirmation email which contains a link to allow you to print your tickets yourself and your name is added to a reservation list at Thalian Hall. When you print and bring your tickets to enter Thalian Hall, you can then bypass the Thalian Hall Box Office when you attend the performance. The ticket handler will check your name off the reservation list as they tear your ticket.

This is why re-printing tickets is not recommended unless you are certain your first printed copy has been destroyed. If someone gains access to a copy of your ticket(s) and uses it, you will be assumed to be at the performance and any other copies presented will be void. If you lose your tickets, please call the Thalian Hall Box Office prior to the performance for which you have made your purchase. The Thalian Hall Box Office staff is often very busy with walk-up ticket sales in the hour or so before curtain time, and may not be able to assist you with a lost ticket until after they have finished window sales.

Also please remember that tickets purchased for a specific performance **may not be exchanged** for a later performance time. If you do not use your ticket for the date and time you purchased it is invalid and THCPA cannot offer refunds.

When you purchase tickets for an event that has reserved seating Etix uses a formula provided by THCPA staff to select the best possible seats for you. This formula is a list that begins with

the most desirable seats and ends with the least desirable. Partially-obstructed view seats are not available for purchase online. Etix determines the best seats for you based on the number of seats purchased at one time. You can specify preferred floors or sections when purchasing online. For instance, if you order four tickets, Etix will use the formula to find the best contiguous group of four seats available. Sometimes it is not possible to find four seats together. Etix will allow you to "view" the seating chart so that you can visualize the locations of the seats Etix suggests you purchase. Although you will have the opportunity to view the Etix version of the seating chart to approve your seats, you may find that chart difficult to read. We have included the seating charts at the end of this document so you will have the opportunity to print out the seating chart before you attempt to purchase online. We recommend you do this.

Thalian Hall's 2010 renovation gave the City the opportunity to become more compliant with the Americans with Disabilities Act than ever before. Contact the Thalian Hall Box Office directly for more information at 910-632-2285.

NOTE: For most users, typing **Control +** and **Control -** allows you to change the display size of this document. You may want to do this to view the following seating charts.



