



Northwest Christian Schools Theater Policies & Practices, 2020

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Box Office

Website: www.nwcs.org/theater

Address: 5104 E Bernhill Road, Colbert, WA 99005

Email: nwcstage15@gmail.com

Phone: (509) 342-0481 (one hour prior to performance time)

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Online Advance Sales: Tickets are sold in advance of every show. Online purchases are paid by credit or debit card. The process starts at www.nwcs.org/theater, which has links to the purchasing platform. Online sales are managed through Vendini Ticketing Software. The Vendini interface remains open 24 hours a day. Guests get to choose their own seats; transactions are secure; ticket confirmations are sent through email; and check-ins are faster. **There are also a few restrictions:** Print At Home tickets not purchased online at least 15 minutes prior to show time must be purchased at the door. Will Call ticket sales are suspended 3 hours prior to show time to allow for printing and organization. All sales are final, and exchanges are handled through the Box Office Manager. Online sales for all shows begin one month prior to the opening show.

Cash or Check Advance Sales: Guests who wish to purchase tickets in advance, but prefer to pay by cash or check, will need to complete a Ticket Order Form and submit payment for processing. The Box Office Manager will assign the best available seat(s) based on the guests Ticket Order Form, and the guest will be able to pick up the ticket(s) at Will Call on the day of the show. Ticket Order Forms are available at Northwest Christian Schools (Upper Campus) as well as the show page, which is linked to on our website at www.nwcs.org/theater. Completed Ticket Order Forms, along with payment, should be turned in at the Northwest Christian Schools Upper Campus front desk.

Door Sales: Admission tickets may be available at the door, sold from any remaining inventory. Cash or Check are accepted. Unfortunately, we are unable to accept credit or debit card payments at the door at this time. Ticket prices are as advertised. Guests who would like the best seating selection should arrive at least one hour prior to showtime.

Exchange Policy: Exchanges are handled in writing (Exchange Form) with the Box Office Manager at the Box Office exchange desk. Guests must show a valid proof of payment to help track/verify an original purchase (confirmation number, date purchased, check number, etc). For accuracy of exchange, the ticket buyer must speak directly to the Box Office Manager during hours of operation at the theater facility. Please send a trusted representative to the theater if the original buyer cannot attend the transaction. Email requests for exchanges will be handled on a case-by-case basis, however an Exchange Form will still need to be presented to the Box Office Manager.

Refund Policy: All sales are final. There are no cash refunds. Where paid admission(s) will go unused, the ticket buyer has three options: 1) exchange 2) collect reimbursement directly from a different buyer, or 3) donate the purchase price to Northwest Christian Schools Theater Department. The Box Office or NWCS Business Office will issue a donation receipt.

Theater Check-In: Allow adequate time for travel, parking, and theater business. The Box Office and Theater Lobby open one hour prior to performances. Guests can check-in with pre-purchased tickets. The Lobby Gift Shop sells souvenirs and refreshments. Ushers are available to help find public restrooms and to help with seating. The Auditorium doors open thirty minutes prior to showtime. All attendees are required to show a ticket prior to admittance to the auditorium. Guests should be seated in the theater when the house lights dim.

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Late Admissions: We strive to make every guest feel welcome! A comfortable audience is important. Late arrivals should check-in with the Box Office Manager, but PLEASE NOTE, once the auditorium lights are dimmed, the show will start. To minimize overall disruption, as well as for the safety of our actors, some performances may warrant a stricter policy of no late seating. This policy is enforced as necessary at House Management's sole discretion. Guests arriving late may be asked to relocate permanently to a designated section or to wait to take their ticketed seats until intermission. This policy is designed to assure the enjoyment of the show for all. Thank you for understanding.

Add-On Sales: Any reserved ticket holder, can add another sale at any time. Choose one of the following options: 1) contact the Box Office or 2) make another online purchase. If you contact the Box Office directly, say something like, "I'd like my new group to stay together in the same row, so it's okay to move us around". If you make another purchase online, use the website to locate new seats. Choose seats to accommodate your new guests near your reserved seats (which may be in a different row depending on availability).

Group Sales: Groups of eight to ten or more are considered large. If large groups sit together, it is helpful to designate one ticket buyer. The designated buyer is the only person required to check-in at the door on show day, however, all attendees are required to show a ticket prior to admittance to the auditorium. It is helpful to coordinate a meeting spot with the designated buyer to distribute seat numbers, thereby shortening wait times for the other group members. Remember that all sales are final; sorry no refunds.

Sell Outs: A full theater is a treat for cast and audience alike! Theater capacity is 245 seats. In the unlikely event the theater sells all 245 seats, (the matinees and the last show are traditionally more popular), a notice of "Sold Out" will be posted. However, don't lose heart! The Box Office Manager may still be able to accommodate you with a ticket. As we hear of last minute "no shows," it may be possible to work in a new sale. Call the Box Office phone if you are EITHER guests wanting to still purchase tickets or if you are guests unable to use your tickets at any show.

What's Vendini? Vendini is a simple-to-use online ticketing service that is guest friendly. Credit card payments are secure. Vendini is in strict compliance with US standards and web certifications. Vendini provides an interactive seating chart that updates sales in real time. Guests purchase their own admission tickets. Guests reserve their own seats and can print their own tickets.

Vendini Tips:

Unable to print?

Change your seat selection?

Multiple nights?

Review your order?

Trouble loading map?

Slow computer?

Frozen Home Page?

Still having trouble?

Bring ORDER NUMBER and PHOTO ID to Will Call.

Locate "ORDER TICKETS" to restart your session.

Select "KEEP SHOPPING" prior to payment.

Locate "SHOPPING CART" icon on payment tab.

Try REFRESH on your browser.

Wait ten minutes or try again at non-peak times.

Check your computer's Adobe Flash Player.

Contact Box Office to report a problem.