



April 1st, 2021 (Ratified by the Capitol Theatre Board of Directors)

RE: TICKETING, BABES-IN-ARMS, SEATING, AGE RESTRICTIONS

*The purpose of this policy is to establish a clear understanding of the Capitol Theatre's policies with respect to **all members of our audience**, the associated ticketing implications, and related Front-of-House Manager's procedures.*

*The Capitol Theatre strives to provide an environment for audiences to enjoy performances in keeping with the expectations placed upon them by the **majority** of audience members and the performing artists.*

TICKETS

Tickets to **all** events in any spaces at the Capitol must be sold through the Capitol Theatre's ticketing system. No person shall be granted admission to an event at the Capitol without a ticket issued by the Corporation.

THEATRE ETIQUETTE

All theatregoers are expected to behave in a respectful manner. Examples of disrespectful behaviour that will not be tolerated are: loud, disruptive, intoxicated behavior or obscene gestures and/or offensive language. Patrons will be asked to leave, without reimbursement, if the offensive behavior occurs.

MEMBERSHIP PROGRAM

Tickets for performances will go on sale exclusively to our members during a 24 to 48 hour presale period.

FEES & TAXES

- All ticket prices include a \$6.00 Capital Improvement Fund fee (CIF). These funds, along with funds received annually from the City of Moncton, are sometimes matched to grants received from Canadian Heritage, or other government programs and are invested in specialized equipment, building repairs and/or improvements.
- HST, where applicable, will be added to the ticket price, as well as to the CIF.
- Online tickets are not subject to additional fees.
- E-tickets are not subject to additional fees.
- Tickets sent by mail are subject to a \$2.00 per order fee.

REFUND POLICY

Any performance cancelled by the Capitol Theatre, its clients, or artists, will be fully refunded. Otherwise, tickets can be exchanged for an account balance (less a convenience fee of \$6.00 per ticket) up to 24 hours prior to the performance. Tickets to a performance that has already taken place cannot be exchanged or refunded.

The convenience fee is waived for Members of the Capitol Theatre.

CHILDREN/BABES-IN-ARMS

The Capitol Theatre recognizes the value of the performing arts in the lives of all people, of all ages, and the positive impact they have on our lives.

In addition, it is important for the Capitol to carefully consider the special role of programming that is specific to young audiences.

THEREFORE:

- (1) Children under two (2) years of age are **not permitted** to attend performances for **general audiences** at the Capitol Theatre.
- (2) Children under two (2) **are permitted** to attend performances produced **specifically for young audiences** (i.e. children's shows) and may attend at no cost if they are seated in the lap of another patron and do not require their own seat.
- (3) Children two (2) years old and over **require a ticket** and a seating assignment, even if they will not be using their seat (sitting on the lap of another patron). Student pricing will apply even when the child is too young to attend school.
- (4) Children are expected to **maintain the same level of conduct as other patrons**. If they are disruptive to other patrons' enjoyment of (or to the artists' delivery of) the performance (i.e. crying, talking loudly, etc.), they will be handled in the same manner as any other disruptive patron and may be asked to temporarily leave the auditorium.
- (5) Patrons under the age of twelve (12) must be **accompanied by an adult**.