



Season Ticket Policy

- Season Tickets are personal licenses revocable at the sole discretion of OKC Broadway (subject to any applicable law to the contrary).
- There is an 8 ticket maximum when purchasing Season Tickets, which may be purchased across a maximum of two performance dates. Season Ticket Holders may also purchase up to 8 additional tickets per engagement, subject to availability and the show Producer's authorization. Additional tickets may be purchased, if available, for dates other than season ticket package dates. Any tickets, season or additional, purchased over the 8 ticket limit may be cancelled and refunded at any time. The purchase of more than 8 Season Tickets, or 8 additional tickets to any production, is at the sole discretion of OKC Broadway.
- All those with zip codes outside of Oklahoma will be required to call the Season Ticket Office to purchase tickets. Season Ticket Holders who live outside Oklahoma will not have online account access, no tickets will be mailed and all tickets must be held at will call under the name of the account holder; tickets may be picked up two hours prior to the start of the purchased performance. For accounts outside of Oklahoma, if a name needs to be changed for will call pick up, the new name must be added as a secondary account holder on the account.
- Season Ticket Holders who live outside Oklahoma will not be allowed to purchase season tickets in the Upper (Rear) Balcony, and any such purchases may be cancelled and refunded. Any accounts with similar or duplicate contact information will be cancelled without notice.
- **The purchase of tickets for resale is prohibited by OKC Broadway. Accounts with tickets that have been resold or are listed for resale are subject to cancellation without notice with the holder denied access to the theatre.**
- Ticket exchanges are on a best available basis and may not be available on your desired performance date or in your desired seating area.
- Downgrades are not refundable.
- Exchange of tickets for a weekend or holiday performance may result in additional charges.
- Tickets may not be exchanged from one production to another.
- The total cost of your season ticket package as stated on the season ticket pricing grid or your season ticket invoice, reflects the sum of the face value price of your tickets plus applicable season service charges, handling fees, and applicable taxes. The face value price stated on your tickets does not include any service charges, handling fees, and may not include applicable taxes. As such, the face value price stated on your tickets may be less than the total cost of your season tickets. **In the event of an event cancellation, season service fees are not refundable.**



- If you cannot attend a performance on the date of your tickets, you may be able to exchange your tickets for another performance of the same show. All such exchange requests must be made at least two business days before the earlier of the performance date on your tickets and your requested alternative performance date via online, by phone or in person at the box office. All such requests are subject to availability of tickets for the requested alternative performance date. Any additional charges incurred in connection with the exchange request—for example, any increase in ticket prices due to a more favorable seat location or higher priced performance date—will be charged to your credit card upon processing of your request. No refunds or credits will be issued in the case of exchanges to lower priced tickets or performances. Favorable locations for exchanges cannot be guaranteed after the date of public onsale of the particular production.
- If a Season Ticket Holder misses his or her designated performance, OKC Broadway will work in good faith to exchange tickets but such exchange is not guaranteed. In the event of a missed performance, there will be no refunds.
- All persons entering the theatre, regardless of age, must have a ticket. Unless otherwise noted on OKCBroadway.com or OKCCivicCenter.com children under five (5) are not recommended to attend performances. Some shows or events do have a different age policy than the standard theatre policy and may prohibit children under a certain age, so please check with OKC Broadway or the Civic Center Music Hall before you attend. For the comfort and enjoyment of all guests, children who are disruptive to other guests will be asked to leave the auditorium. All sales are final, and no refunds will be allowed for removals due to disruption.
- OKC Broadway strives to make it easy to purchase accessible seating tickets for all productions. To purchase such tickets, call us at 877-737-2929 or email info@okcbroadway.com and we will be happy to assist.
- Accessible seating areas are solely for persons who require such and their companions.
- OKC Broadway reserves the right to revise the above terms at any time without notice.