

# Seattle Children's Theatre

## **Welcome to the new online SCT Subscriber Handbook!**

We want the SCT Subscriber Handbook to be useful to you, so please let us know if we have missed anything, or if there is other information we should include. Please take a special look at your subscriber benefits as many of them have changed this season.

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## **The 2016-2017 Season**

### ***The Lion, the Witch, and the Wardrobe***

10/13/2016 through 12/11/2016

Charlotte Martin Theatre

Ages 6+

### ***Stellaluna***

12/1/2016 through 1/8/2017

Eve Alvord Theatre

Ages 3+

### ***The Snowy Day***

1/19/2017 through 2/26/2017

Charlotte Martin Theatre

Ages 4+

### ***Into the West***

2/23/2017 through 3/19/2017

Eve Alvord Theatre

Ages 9+

### ***Seedfolks***

3/23/2017 through 4/16/2017

Charlotte Martin Theatre

Ages 8+

### ***Fire Station 7***

4/13/2017 through 5/21/2017

Eve Alvord Theatre

Ages 4+

## **Age Recommendations**

Age recommendations for each play are based on several criteria. These criteria include whether or not it contains abstract themes, frightening action or aggressive characterization, or a good deal of dialogue more easily followed by older children. Our age recommendations are simply that; parents make the final decision as to when their child is old enough to enjoy an SCT production. For our audiences' convenience both theatres have quiet rooms with a full view of the stage.

## Performance Days, Times and Prices\*\*

**Saturday** – 2pm and 5:30pm Adult and Child Tickets: \$33 (\$38 for *The Lion, the Witch, & the Wardrobe*)

**Sunday** – 11am and 2:30pm Adult and Child Tickets: \$33 (\$38 for *The Lion, the Witch, & the Wardrobe*)

– 2pm and 5:30pm for *Into the West* and *Seedfolks*

**Thursday**– 7pm Adult or Child: \$20 (\$22.50 for *The Lion, the Witch, & the Wardrobe*)

**Friday** – 7pm Adult or Child: \$22.50 (\$29 for *The Lion, the Witch, & the Wardrobe*)

**Thursday Preview** - 7pm Adult or Child: \$13.50 (Limited Availability)

\*\* Prices are the subscriber discounted prices. In addition, subscribers do not incur the \$4 service fee on the purchase of additional tickets.

\*\*Performance times are general; the schedule may vary from week to week.

## Ticket Exchange Guidelines

SCT offers a free ticket exchange program for its subscribers. **All exchanges are subject to seat availability.** Tickets may be exchanged according to the following guidelines:

- Because SCT has open seating (no assigned seats), we require that all original tickets be returned to SCT when making an exchange.
- Tickets to be exchanged must be received by the SCT ticket office at least 24 hours before the performance date printed on the ticket unless an exception is made through the box office. *Should an unexpected event occur making the 24 hour deadline impossible, please call the ticket office and we will exchange the tickets and arrange for the return of the old tickets to us in person or by fax or scan.*
- Tickets can be exchange for any future performance or production. **You must make all exchanges prior to the closing of the ticketed performance.** For example, tickets for *The Lion, the Witch, & the Wardrobe* must be moved to an alternate performance of the same show or to a performance of a different show prior to the close of the production on December 11, 2016.
- A ticket upgrade will be applicable if a ticket is exchanged to a more expensive performance, for example from a Thursday/Friday performance to a Weekend.
- To exchange tickets by phone, call the SCT ticket office at 206-441-3322 to make the exchange. We will ask that the original tickets be mailed to the SCT Ticket Office at 201 Thomas Street, Seattle, WA 98109. This address can also be found on the back of the ticket. A photograph of exchanged tickets with “VOID” written

across the front of each ticket will also be accepted by e-mail if the patron so chooses. Tickets exchanged more than 5 days prior to the performance date will be mailed unless otherwise instructed. Tickets exchanged within 5 days or less from the performance date will be held at will call for pickup. Tickets may be exchanged in person, by bringing the original tickets to the SCT ticket office during ticket office hours.

- **PLEASE NOTE:** Tickets cannot be exchanged once the production has closed and all exchanges must happen prior to the performance listed on the ticket.

## **Ticket Donations**

If a subscriber cannot attend a performance and does not wish to exchange their tickets, the tickets may be donated for a tax credit. Simply return the tickets in person or by mail to the SCT ticket office at least 24 hours before the performance printed on the ticket.

## **Missed Performances**

Due to royalty and financial guidelines, tickets held for a specific production cannot be exchanged once that production has closed. Here are the options available for using those tickets for a future production.

- **Standby Tickets** – Standby tickets can be purchased at one half hour before the performance time at the ticket office only and may not be reserved in advance. If tickets are available, replacement tickets may be purchased at \$5 per ticket upon presentation of the original unused tickets. We recommend that subscribers phone the ticket office in advance to check on availability. We will give the most accurate information we can, but cannot guarantee that tickets will be available at show time.
- **Half-Price Tickets** – If you prefer to secure seating in advance, replacement tickets may be purchased for half the single ticket price upon presentation of the original unused tickets. Replacement tickets are subject to availability but may be booked in advance.

## **Ticket Office Information**

### **Ticket Office Hours (September through May)**

Monday: Closed

Tuesday and Wednesday: 10am – 3pm

Thursday through Saturday: 10am – 6pm

Sunday: 1am– 3:00pm

The ticket office window is open on Thursdays and Fridays until 7:30pm on nights when there is a performance.

### **Ticket Office Summer Hours**

Monday thru Friday: 9am-5pm

Saturday/Sunday: Closed

### **Important Phone Numbers:**

Ticket Office: (206) 441-3322

Ticket Office Fax: (206) 443-0442

Subscriptions: (206) 441-4488

School Shows: (206) 441-9244

Admin Offices: (206) 443-0807

Group Sales/Parties: (206) 441-3322

SCT Drama School: (206) 443-0807 X1186

Web Address: [www.sct.org](http://www.sct.org)

Ticket Office email: [tickets@sct.org](mailto:tickets@sct.org)

### **Mailing Address:**

Seattle Children's Theatre

201 Thomas Street

Seattle WA 98109

## **Patrons with Special Needs**

The Charlotte Martin Theatre and the Eve Alvord Theatre are accessible to all SCT patrons. Fully accessible seating areas are available in both theatres. Please call the SCT Ticket Office at 206-441-3322 in advance of the performance so the Front of House Staff will be prepared for any special needs, such as wheelchairs, walkers, etc.

Each SCT Mainstage production has one American Sign Language (ASL) interpreted performance. Dates of these performances will be available as of June 1<sup>st</sup>. Please check our website for more information as it becomes available, or call the ticket office.

Other accommodations for people with disabilities will be provided upon request. Please contact the SCT Ticket Office at 206-441-3322.

## **General Information**

### **Seating**

Both the Charlotte Martin and the Eve Alvord Theatres are general admission seating (no assigned seats). The lobby opens one hour before show time.

Subscribers may enter the theatre beginning 30 minutes before show time, and Single-ticket buyers may enter 15 minutes before show time.

### **Subscriber Benefits**

Up to 35% less than the cost of single tickets

Free and Flexible exchanges, any performance, any combination of adults and children (excluding Preview performances)

5% discount off Drama School summer camps and classes

10% discount off Drama School school year camps and classes

10% discount on additional single tickets

No processing fees

10% off SCT Gift Shop, Stage Door Store

Discounts at select Armory vendors (pending approval, will be updated by August, 2016):

- Quincy's (10% discount)
- Bigfood (10% discount)
- Wok (10% discount)
- Ceres Nuts (10% discount)
- The Confectional (10% discount)
- Kabab (10% discount)
- Premier Pies (10% discount)
- Skillet (10% discount)

### **Transportation and Parking\*\***

There are several parking garages and parking lots near Seattle Center including the Mercer Garage at 3<sup>rd</sup> Ave N & Roy St, the Fifth Avenue Garage at 5<sup>th</sup> Ave N & Republican St, the First Avenue Garage on 1<sup>st</sup> Ave N between John St and Thomas St, and the parking garage at the Pacific Science Center on 2<sup>nd</sup> Ave N. For more detailed information on parking around Seattle Center, visit the website at

[www.seattlecenter.com/transportation/parking/#lots](http://www.seattlecenter.com/transportation/parking/#lots).

Street parking is often limited and has a two-hour maximum. Parking rates are in effect from 8:00am to 8:00pm, Monday through Saturday. Sunday street parking is free.

SCT is easily accessible by Metro bus. For information on Metro bus routes, call (206) 553-3000 or visit their trip planning website at <http://metro.kingcounty.gov/>

**\*\*Please allow for plenty of time to arrive and find parking.** The Seattle Center often has numerous activities happening simultaneously, especially on Friday nights and weekends. For the most up-to-date information on high-traffic events, parking restrictions, etc., visit the Seattle Center website at [www.seattlecenter.com/traffic](http://www.seattlecenter.com/traffic)