



## BOX OFFICE HOURS, INFORMATION & POLICIES

### Box Office Location:

- The box office is located on site at the Ford Theatres, next to the main entry gate at the lower parking lot, *2580 Cahuenga Blvd. East, Hollywood, CA 90068*

### Box Office Hours:

- *Non-performance days:* April-June, Tuesday through Friday, **12:30 p.m. to 5:00 p.m.** July-October, Tuesday through Saturday, **12:00 p.m. to 5:00 p.m.** (Always closed Mondays; closed Sundays unless there is a performance).
- *Performance days (including Sundays):* **12:00 p.m. to 5:00 p.m.** and re-open **two hours before show time.** (If show time is 7:00 p.m. or earlier, there is no closure between hours.)
- *For Monday JAM Sessions:* Box office is closed during the day and opens **one hour before the JAM Session at 6:00 p.m.**
- During business hours, box office staff is available by phone and at the window (once construction is complete).
- *Closing:* Box office **closes 30 minutes after event start time.** If there is still a line 30 minutes after the event begins, the box office will remain open until all patrons have been admitted. Patrons arriving *without tickets* after closing may purchase tickets via their mobile device or through the onsite ticket kiosk. A front gate usher will relay this information to patrons and assist if necessary. Will Call patrons arriving after this time may pick up their tickets from the front-gate ushers.

### Points of Sale:

P.O.S.	Payments Accepted	Website/Hours/Number/Address
<b>Website</b>	Credit card	FordTheatres.org
<b>Phone</b>	Credit card	323.461.3673
<b>Window</b>	Credit card, cash, check* or money order <i>No convenience fees at the window</i>	Tues –Sat, 12-5pm

\*Checks will only be accepted at least 14 days (two weeks) prior to event.

### Ticket Required for Entry:

- With the exception of performers, technical crews and your immediate production staff, no one is authorized to enter the grounds of the facility without a ticket.
- Every patron that occupies a seat must have a ticket. Backstage access permits access only to the green room and/or backstage; it does not permit admission into the seating area of the theatre. If you would like your staff, artists or designers to sit in the house at any time during the show, please include them on your comp list.

### **Babes in Arms:**

- Children under age two may sit on a parent's lap and, in this case, do not require a paid ticket.
- Any child age three or older must sit in a seat and therefore requires a ticket.

### **Returns & Exchanges:**

- The box office has a strict "no exchanges or refunds" policy.
- Exchanges or refunds may be made at the discretion of the box office manager.

### **Lost Tickets:**

- Barcodes are unique to each ticket and tell our front of house staff whether a ticket has already been used. Therefore, it is important to keep each unique ticket safe to avoid theft or duplication.
- In the event that a Print@Home ticket(s) is lost, it can be reprinted from the link provided in the confirmation email.
- In the event that a hard ticket(s) is lost, the patron may call the box office and provide the order confirmation number and verifying account details. Tickets will then be reprinted and left in Will Call to be picked up using a valid ID.
- If the house staff is alerted that a ticket is a duplicate at the gate, the patron will be asked to confirm identity and verify purchase at the box office.
- Any lost tickets not affiliated with a specific patron account (e.g. producer comps) are considered sold as there is no identifiable information to verify. For this reason, we ask that comps not be distributed in advance, but rather held at Will Call for pick up on the day of the event.

### **Cancelations and Delays:**

- **In the event a show is canceled prior to the performance date**, patrons will be notified as soon as possible by email and phone. Ticket purchases will be refunded to the original form of payment. Any patron wishing to exchange for another event may contact the box office to purchase tickets to the new event of their choice.
- **In the event of rain**, the performance start time may be delayed as the production department works with you to determine if the show should go on. If the show is canceled, all patrons will be asked to clear the theatre. All patrons with tickets will be contacted by the box office within the following week to confirm whether or not the event will be rescheduled.
  - **For rescheduled events, all tickets will automatically be exchanged to the new date.** If a patron cannot attend on the new date, tickets may be refunded.
  - **For events not rescheduled, all tickets will be refunded to the original form of payment.** Patrons may also exchange for another event.

**In the event of an emergency or power outage**, the theatre will be evacuated. If the outage or emergency occurs prior to gates opening, no patrons will be permitted to enter the theatre. In either case, patrons will be contacted by the box office to arrange a refund to the original form of payment or an exchange.

**Questions?** Please contact **Jessie Towers, Box Office Manager** at [jtowers@arts.lacounty.gov](mailto:jtowers@arts.lacounty.gov) or 323.769.2147 or **Ann Jensen, Assistant Box Office Manager** at [ajensen@arts.lacounty.gov](mailto:ajensen@arts.lacounty.gov) or 323.856.5788.