



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:** May-June, Tuesday through Friday, 12:00 p.m. to 5:00 p.m. July-October, Tuesday through Saturday, 12:00 p.m. to 5:00 p.m.
- **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.)
- **For Monday JAM Sessions:** Box office is closed during the day and opens at 6:00 p.m., one hour before the JAM Session. Note, the box office is only open Mondays if there is a JAM Session.
- **During business hours:** box office staff are available by phone and at the window.
- **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 located at the loading dock/ADA drop-off. 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 |
|---------|--|------------------------------|
| Website | Credit card | FordTheatres.org |
| Phone | Credit card | 323.461.3673 |
| Window | 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 person who has ticketless access to the venue must be on your Access & Comp List.**
- Every person who occupies a seat in the house must have a ticket, including those on your Access & Comp List. **No one will be admitted into the seating area without a ticket.** Various levels of the Access & Comp List permit access only to backstage and plaza areas; they do not automatically permit admission into the seating area of the theatre. If you would like your staff, artists, designers and/or volunteers to sit in the house at any time during the show, they must be on the Comp & Access List, with an indication to reserve a comp ticket, and tickets must be picked up prior to the show at the box office.

Babes in Arms:

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

Returns & Exchanges:

- The box office has a strict "no exchanges or refunds" policy.
- Rarely, exchanges or refunds may be made only 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. 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 patron's 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 of a duplicate ticket 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. comps issued in bulk to producer) are considered sold. Since there are no individual patron details to identify, these tickets cannot be reprinted or replaced. 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 select 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 one business 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 Ann Jensen, Box Office Manager (ajensen@ford.lacounty.gov, 323.856.5788) or Sasha Shahidi, Assistant Box Office Manager (sshahidi@ford.lacounty.gov, 323.769.2175).