



PHOENIX THEATRE COMPANY



Ticket Policy

Thank you for supporting Phoenix Theatre Company. The following ticket policies are in place to ensure a smooth and enjoyable experience for all audience members.

1. Ticket Purchases

All ticket sales are considered final sale. Please review your order carefully before completing your purchase.

Tickets may be purchased through the official Phoenix Theatre Company website or at the door if there are still seats available.

Phoenix Theatre Company is not responsible for tickets purchased through unauthorized third-party sellers.

2. Refunds & Exchanges

Tickets are non-refundable unless a performance is canceled by Phoenix Theatre Company.

In the event of a canceled performance, ticket holders may be offered:

- A ticket exchange for another performance date (subject to availability), or
- A full refund.

If you are unable to attend your scheduled performance, exchanges may be accommodated at the discretion of Phoenix Theatre Company, depending on seat availability.

3. Late Arrivals

To avoid disruption to performers and audience members:

- Late arrivals may be asked to wait until an appropriate break in the performance before being seated.

Seating for late arrivals may be adjusted at the discretion of front-of-house staff.

4. Photography & Recording

Photography, video recording, or audio recording of any kind during the performance is strictly prohibited unless permission has been granted by Phoenix Theatre Company.

Unauthorized recording may result in removal from the venue without refund.



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5. Mobile Devices

All mobile phones and electronic devices must be silenced before the performance begins.

Bright screens and notifications can be disruptive to both performers and audience members.

6. Children & Audience Etiquette

Unless otherwise noted, Phoenix Theatre Company productions are intended for general audiences. Parents and guardians are asked to use discretion when bringing young children.

Audience members who cause ongoing disruptions may be asked to step outside the theatre until they are able to return without disturbing the performance.

7. Ticket Holder Responsibility

Please ensure you:

- Arrive at least 15-20 minutes before showtime
- Bring your digital or printed ticket confirmation
- Follow all venue policies and staff instructions

Phoenix Theatre Company reserves the right to refuse admission or remove individuals who are disruptive or do not comply with venue policies.

8. Changes to Performances

Phoenix Theatre Company reserves the right to make changes to:

- Cast members
- Performance schedules
- Production elements

These changes do not constitute grounds for refunds.

9. Contact Information

For ticketing questions or assistance, please contact:

Phoenix Theatre Company

Email: info@phoenixtheatrecompany.ca

Website: www.phoenixtheatrecompany.ca