



Come Together

TICKETING, BABES-IN-ARMS, SEATING, AGE RESTRICTIONS

The purpose of this policy is to establish a clear understanding of the deCoste Centre's policies with respect to all members of our audience, the associated ticketing implications, and related Front-of-House Manager's procedures.

The deCoste Centre for Arts & Creativity strives to provide an environment for audiences to enjoy performances in keeping with the expectations placed upon them by most audience members and the performing artists.

TICKETS

Tickets to all performances at the **deCoste** must be sold through the theatre's ticketing system. No person shall be granted admission to an event at the **deCoste** without a ticket issued by the Corporation. This applies to performances only. For Corporate/Special Events please discuss requirements/alternate situations that would be applicable for the rental.

THEATRE ETIQUETTE

All theatregoers are expected to behave in a respectful manner. Examples of disrespectful behaviour that will not be tolerated are loud, disruptive, intoxicated behavior or obscene gestures and/or offensive language. Patrons will be asked to leave, without reimbursement, if the offensive behavior occurs.

CAMERAS/RECORDING EQUIPMENT

These devices are not permitted to be used without the prior permission of the management and the performer. Audiences are usually advised at the start of a performance.

MEMBERSHIP PROGRAM

Tickets for most performances will go on sale exclusively to our members during a predetermined presale period.

FEES & TAXES

- All ticket prices include a \$2.00 Capital Improvement Fund fee (CIF). These funds, along with funds received annually from the Town and Municipality of Pictou, are sometimes matched to grants received from Canadian Heritage, or other government programs and are invested in specialized equipment, building repairs and/or improvements.
- A \$1.00 ticket service fee is charged covering ticketing system fees.
- HST, where applicable, will be added to the ticket price, as well as to the CIF. HST is not included in the price of tickets for performances hosted by renters. They are responsible for remitting the HST fees that would be applicable to the ticket fees.
- Online purchases are subject to an additional \$5 transaction fee (applicable regardless of number of tickets purchased).
- Tickets purchased over the phone are subject to a \$2 transaction fee. There are not additional fees if purchased in person at the box office.
- Print-At-Home E-tickets are not subject to additional fees.
- Tickets sent by mail are subject to an additional \$1.20 per order fee to cover postage.

REFUND POLICY

Any performance cancelled by the deCoste Centre for Arts & Creativity, its clients, or artists, will be fully refunded. Otherwise, tickets can be exchanged for an account balance (less a convenience fee of \$5.00 per ticket) up to 24 hours prior to the performance. The convenience fee is waived for Members of the deCoste.

Tickets to a performance that has already taken place cannot be exchanged or refunded.

Ticket holders for performances that have been postponed due to COVID are encouraged to hold on to their tickets until a new date can be determined. It is preferable, should you not decide to keep your tickets, that you accept either a credit voucher to use for a future performance, or consider donating the value of the tickets to one of our fundraising programs (Capital Fund, Arts Are for Everyone or our Cultural Hub Campaign). Should your preference be to refund, please contact the box office to arrange. (902-485-8848; ext. 1)

CHILDREN/BABES-IN-ARMS

The deCoste Centre recognizes the value of the performing arts in the lives of all people, of all ages, and the positive impact they have on our lives. In addition, it is important for the deCoste to carefully consider the special role of programming that is specific to young audiences.

THEREFORE:

- (1) Children under two (2) years of age are not permitted to attend performances for general audiences at the deCoste Centre.
- (2) Children under two (2) are permitted to attend performances produced specifically for young audiences (i.e., children's shows) and may attend at no cost if they are seated in the lap of another patron and do not require their own seat.
- (3) Children two (2) years old and over require a ticket and a seating assignment, even if they will not be using their seat (sitting on the lap of another patron). Student pricing will apply even when the child is too young to attend school.
- (4) Children are expected to maintain the same level of conduct as other patrons. If they are disruptive to other patrons' enjoyment of (or to the artists' delivery of) the performance (i.e., crying, talking loudly, etc.), they will be handled in the same manner as any other disruptive patron and may be asked to temporarily leave the auditorium.
- (5) Patrons under the age of twelve (12) must be accompanied by an adult.