**TICKET SALES AND REGISTRATIONS ARE NON-REFUNDABLE**

**COVID - All visitors and staff will be required to wear a mask that fully covers the nose, mouth and chin at all times during their visit to the theatre. Those who prefer not to wear a mask will be asked to sit in a separate area. It is expected that if you are unwell or experiencing Covid like symptoms, that you will refrain from coming to the theatre.**

**We do not issue refunds on tickets purchased or on pre-registration for workshops or classes**.

Please check carefully before you complete your purchase to ensure it is for the correct date and time. If you are unable to attend the performance, and you return tickets at least 24 hours before the performance begins, we can give you a tax receipt for their cash value.

Mulgrave Road Theatre will issue a refund if it cancels an event.

**EXCHANGES**

Should you wish to exchange your ticket, this can be done provided your exchange is for the same production. Your request must reach office staff within 24 hours prior to the start of the show. An exchange fee of $2.00 per ticket will apply. Exchanges can be arranged by contacting 902-533-2092, online exchanges are not available.

**SEATING**

Seating is general admission. Doors to the lobby open one hour before performance. Theatre doors open 30 minutes prior to the start of each performance.

**LATECOMERS**

Latecomers are not permitted to enter the performance space until a suitable break in the performance. Seating for latecomers will be at the discretion of Management, this is to ensure minimal disruption to patrons and artists. Please arrive with enough time to be seated before the show. No refunds will be issued to latecomers.

**CHILDREN**

It is strongly recommended that children under 8 years of age not be brought to the theatre except for specifically advertised family and community events. Tickets must be purchased for any child attending a performance. Children must remain seated and under supervision of a parent or guardian. If children are unable to sit quietly through a performance, the accompanying adult and children may be asked to leave the performance space.

**WILL CALL**

Ticket pick-up is 1 hour before show opens, valid I.D required.

**CAMERA, RECORDING AND COMMUNICATION DEVICES**

No cameras or recording devices are permitted in the theatre. For respect of the artists as well as the enjoyment of the audience, we ask that patrons turn off all phones, smart watches and other devices.

**THEATRE PERFORMANCES**

Due to the nature of live theatre,Mulgrave Road Theatre cannot warrant that theatre goers will be satisfied with the performance. On rare occasions technical challenges or casting changes may occur.

**SCENT ADVISORY**

Please be considerate of those in the audience who may have allergies and refrain from wearing scented products.

**ACCESSIBLE SEATING**

When ordering tickets, please be sure to advise the box office of your need for accessible seating. Accessible seating is available on the floor to the right and left. Accessible washrooms are located off of the lobby.

**LOBBY REFRESHMENTS**

Cold drinks, light snacks and alcoholic beverages are available in the lobby on a per show basis. We don't allow food and drink in the theater. Please finish your food and beverages before entering the theater, otherwise you will be asked to dispose of it.