



## MEMBER APPRECIATION WEEK FAQs

### Ticket Pre-Sale Schedule

#### **Monday, April 10**

**8:00 a.m.** President's Silver (\$5,000+)

**10:00 a.m.** President's Bronze & Patroness Silver (\$2,500+)

#### **Tuesday, April 11**

**8:00 a.m.** President's Circle & Patroness (\$1,000+)

**1:00 p.m.** Friend's Gold (\$500+)

#### **Wednesday, April 12**

**8:00 a.m.** Friends Silver (\$250+), Muses (\$300+)

#### **Thursday, April 13**

**8:00 a.m.** Friends Bronze (\$100+)

Member Sales end at 5:00 p.m.

#### **Friday, April 14**

**8:00 a.m.** Non-members

The general public may purchase remaining tickets at this time.



### **Covid-19 Vaccination Policy**

Beginning with the 2023-2024 season, proof of vaccination and masks will no longer be required at the McCallum Theatre, but continue to be encouraged.

These policies are subject to change due to artist or mandated requirements.

### **Purchasing Tickets**

Purchase tickets online, over the phone, or at our box office prior to the general public on the date of your member level stated above or after.

We highly encourage patrons to purchase tickets online to avoid long wait times when purchasing over the phone or at the box office.

Google Chrome is the recommended browser for the most efficient ticket buying experience.

As a member, you should have received an email from [dengstom@mccallum-theatre.org](mailto:dengstom@mccallum-theatre.org) 24 hours prior to the date that you can begin purchasing tickets.

The subject line for the email will be, "Use your unique [membership category ie: *Friends Circle Bronze*] link to purchase 2023-2024 Season tickets online, [membership category access date, ie: *April 13*]."

If you do not see the email in your inbox, check your spam folders.

Once you open the email, you should see a link that will bring you directly to the McCallum Theatre website. Click the link and sign into your online account.



If you would like help purchasing tickets or logging into your account please see the, “How to Order Online” videos under the, “Shows” drop down on the website’s homepage.

All tickets saved in your online cart will expire after 15 minutes but the timer will restart anytime more tickets are added or changes are made to your cart.

### **Ticket Limit**

All purchases are limited to a maximum of 6 tickets for each show per person.

### **Payment and Processing Fees**

For the 2023-2024 season during member appreciation week only, tickets purchased *online* with a **credit card** are subject to a \$2.50 processing fee, per ticket. Starting Friday, April 14<sup>th</sup> fees will be back to \$6 per ticket processing fee.

Tickets purchased by *phone* or at the *box office* with a **credit card** are subject to a \$6 per ticket processing fee.

Tickets purchased at the box office with **cash** or **check** are *not* subject to a processing fee.

All tickets regardless of membership status will be subject to the standard \$10 exchange fee per ticket. Exchanges must be requested at least 24 hours prior to showtime.

McCallum Gift Certificates can only be redeemed at the box office.



The McCallum accepts Visa, MasterCard, American Express, and Discover Cards.

### **Gift Certificates**

McCallum Gift Certificates may be purchased over the phone, at our box office during box office hours, or online 24/7.

Any printed gift certificates must be returned to the box office in order to be redeemed.

If you are unable to physically come to the theatre you can write "VOID" on the certificate, take a photo of it, and send the image to [information@mccallum-theatre.org](mailto:information@mccallum-theatre.org).

Gift certificates are for tickets only and may not be used to obtain membership status.

### **Ticket Delivery Method**

You can choose to print your tickets at home, have your tickets mailed to you, or left at the box office.

Tickets at home will be able to be printed or viewed on a mobile device 48 hours prior to the performance.

All tickets requested to be mailed that have been purchased from April through September will be sent out by October 1<sup>st</sup>. Any tickets purchased October or later will be sent out within 2 business days.

Tickets left at will call will be available for pick up at the box office starting the week of October 1<sup>st</sup>.



Patrons will only be able to obtain physical tickets at time of purchase if purchased in person at the box office.

A valid form of photo ID is required for picking up tickets.

If you are unsure of your chosen delivery method, you can check via your confirmation email, or by calling the box office.

### **Refund Policy**

All artists, shows, dates, performance times, and ticket prices are subject to change.

All sales are final. There are no refunds unless the artist cancels a performance.

### **Box Office Phone Number & Hours (April 10<sup>th</sup>-16<sup>th</sup>)**

(760) 340-2787

#### **Monday- Friday**

8:00 AM-5:00 PM

#### **Saturday**

12:00 PM-7:00 PM

*Closed for Matinee- 1:00 PM-2:00 PM*

#### **Sunday**

12:00 PM-6:00 PM



*Closed for Matinee- 1:00 PM- 2:00 PM*

### **Website Ticket Buying Guide**


#### **Sign in:**

1. Start on: <https://www.mccallumtheatre.org/>
2. Select “Log into your account” on the top of the page

#### **Forgot Password:**

1. From the login page select “Forgot Password?”
2. Enter the email you used for your account.  
-**NOTE**- If you get the error “Invalid Information” it means there is no account with that email, and you can go back and create an account using that email.
3. An email will be sent to you with a temporary password and link to set the new password.
4. After you reset your password you will be taken back to the sign in page.

#### **Show Selection:**

1. Bring up the navigation menu by clicking on the 3 lines  in the top right corner of the page.
2. Select “Buy Tickets”

#### **Seat Selection:**

#### **Seats by Section:**

- NOTE**- If you need accessible seating, you must checkmark “Yes, show me accessible seating”



1. Staying on the menu on the right-hand side of the page select Section.
2. Select the section you want to sit in.  
**-NOTE-** The computer will select best available, prioritizing closer to the stage and to the center
3. Select how many tickets.
4. Add to cart in the bottom right corner of the page.

#### Seats by Seat Map:

**-NOTE-** If you need accessible seating, you must checkmark “Yes, show me accessible seating”

1. Staying on the menu on the right-hand side of the page select Seat Map.
2. On the image of the theater click on the desired section.  
**-NOTE-** The red dots are the seats that are currently on sale. Hover over the dots for seat info
3. Click on the seats you want to select them.
4. Add to cart in the bottom right corner of the page.

#### Adding a show:

1. Scroll to the bottom of the checkout page and select “Continue Shopping”

#### Checkout:

- At the top of the page there is a 15-minute timer. This timer resets anytime you make a change to the shows in your cart.
- Make sure to review all dates and times.
- To change or remove a performance click on the gear icon to the right of the show information.



- To select one of the three delivery methods, click on the arrow to the right of “Delivery Method” to see your different choices.
  1. Mail: Tickets will be mailed to the physical address provided.
  2. Will Call: Tickets will be held at the box office for pick-up with a Photo ID.
  3. Tickets at Home: Tickets will be able to be printed or viewed on a mobile device 48 hours prior to each performance.