

TICKETING POLICY

ALL TICKET SALES ARE FINAL. NO REFUNDS. NO EXCHANGES.

Before purchasing tickets, carefully review your event date and seat selection. We are a volunteer organization and do not have a full-time/staffed box office to handle exchanges or refunds after a ticket has been purchased.

Seating maps are representative of a venue's layout; however, they are subject to change at any time. Refunds are not allowed if the seating map is updated, if additional seats / rows are added, or if seats change as a result of a venue change after purchase.

Lost Tickets: If you are unable to locate your tickets, please contact us at info@vailtheatre.org to request a new email notification.

LATE SEATING

Access to a performance will be available at least 2 hours prior to showtime. Theater doors will open 30 minutes prior to showtime. We recommend arriving at least 30 minutes before any performance start time. If dinner is available, please arrive 2-hours prior unless otherwise notified.

THERE IS NO LATE SEATING. Due to the configuration of performance venue latecomers will only be seated at the intermission if and when a production has one. Patrons who exit the theatre during a performance may not re-enter until intermission. This is a policy we must enforce without exceptions, due to the design of venues, and for the safety of our actors and audience members.

THIRD PARTY TICKETS

Eventbrite.com is the only official online ticketing provider for all performances for the VVTC. Tickets purchased from other sources may be invalid and/or ineligible for box office assistance, as the VVTC is not affiliated with any resale websites. The VVTC is not responsible for tickets purchased from other sources.

Eventbrite's online ticketing system automatically displays the best available seat(s) at the time of purchase. Any applicable service charges are displayed in your cart and on your order confirmation, which you will receive promptly by email upon completion of your transaction.

ADA ACCESSIBLE TICKETS

ADA Accessible seats are available upon request. Please contact info@vailtheatre.org for additional information or to make a special request.

WAIVER AND RELEASE OF LIABILITY / INDEMNIFICATION

In exchange for admission to a VVTC performance, Attendee hereby forever and irrevocably releases and discharges the VVTC and venue; any individuals or entities associated in any capacity with the event or activities (including, without limitation, staff, officials, performers, sponsors, advertisers, promoters, suppliers, vendors and contractors); the parents, subsidiaries and affiliates of each of the foregoing; other event attendees; and all of their respective owners, directors, officers, volunteers, employees, agents, contractors, representatives and insurers; and the successors and assigns of each of them (each a "Releasee" herein), to the fullest extent permitted by law, from any and all liabilities, claims, demands, losses, damages, injuries (including injury, illness or death), costs or expenses (including, without limitation, reasonable attorneys' fees and costs) (collectively, "Losses") arising out of or in any way related to Attendee's (or any accompanying minor's) attendance; including, without limitation, Losses related in any manner to COVID-19 or the negligence of any Releasee. In further exchange for admission to the VVTC performance, Attendee (1) covenants not to sue (or assist any person in suing) any Releasee regarding any matter released above, and (2) agrees to indemnify and hold harmless any and all Releasees from and against any and all Losses related to any of the foregoing, or any acts or omissions of Attendee (or any accompanying minor(s)). MINOR ATTENDEES: If Attendee is accompanied by any minor to the VVTC premises, by allowing the minor(s) to accompany attendee, Attendee makes and agrees to all the foregoing assumptions, releases, indemnifications and agreements on behalf of such minor(s). If Attendee does not wish to or is not authorized to make such assumptions, releases, indemnifications and other agreements on behalf of the accompanied minor(s), Attendee should not allow the minor to enter the VVTC venue.

ASSOCIATED DINING

The VVTC is not responsible for the quality, quantity, menu choices and availability, service, or payments, cancellations, reservations, or any impacts you may experience before or after a performance.