

JRT Ticketing Policies for Patrons of the Jonesborough Repertory Theatre:

- Performances begin at 7:30pm and 2:00pm. A performance may be held approximately 5 minutes, but only under extenuating circumstances. Performances will not be delayed due to late arrivals. Please arrive at least 15 minutes before the performance is scheduled to begin.
- The JRT Box Office opens one hour before the performance. Seating begins approximately 30 minutes before the performance.
- After the performance begins, late arrivals will be seated at appropriate intervals during the performance to limit disruption. These intervals will be determined by scene changes during the given performance. Times will vary. This seating of late arrivals will no longer be possible after 20 minutes into the performance. For the 7:30pm performances, late arrivals will be seated no later than 7:50pm. For the 2:00pm performances, late arrivals will be seated no later than 2:20pm.
- After the 20 minute seating time, late arrivals can take their seats during intermission. Because of the layout of our theatre, late arrivals will not be able to wait in the lobby until intermission. Please plan to return during intermission to take your seats.
- When the curtain speech for a performance begins, seat assignments are no longer guaranteed. If you have a ticket to the performance, you will still be seated at an appropriate time, but you may not be seated in the seat you purchased. Accessing most seating after a performance has begun is very difficult and disruptive for other patrons. To assure that you are able to sit in your selected seat, please plan to arrive at least 15 minutes before the performance is scheduled to begin. After the performance begins, your seat is not guaranteed.
- If you are attending the performance with a baby or child, please consider the patrons near you. Also please consider the actors onstage who find disruptions in the audience a difficult distraction. Plan to exit the theatre if your child causes a disruption, including crying, talking, or an unwillingness to stay seated. Purchase tickets for seats on the main aisle (seat 1 is on the main aisle for any given row) so that you can exit without further disruption. Car seats, strollers, and child carriers cannot be stored in the aisle during the performance. They can only be stored outside in the alley leading to the theatre.
- Tickets to JRT performances are non-refundable. If JRT cancels a performance, you have 30 days to contact the JRT box office for a refund. That is the only circumstance under which your tickets may be refunded. Please note, this includes tickets purchased with season passes. Ticket values cannot be refunded onto your season pass after a purchase is made.
- Water is the only beverage allowed in the theatre. Please do not bring outside beverages into the theatre. You will be asked to dispose of any outside beverages before being seated.
- Purchasing a seat designated as "Wheelchair Accessible" does not insure that you will be able to sit in a wheel chair in the place of that seat. You must contact the JRT Box Office Manager directly to purchase an accessible seat. The seats designated with a wheel chair symbol on the seating chart may be purchased for accessible seating, but only through the JRT Box Office Manager. These seats may also be purchased by any JRT patron as traditional seating.
- Season Passes and Gift Certificates can only be used for the season for which they were purchased.

Thank you.