

Phi Beta Kappa Memorial Hall Box Office

TICKET POLICIES

REFUNDS/EXCHANGES

All ticket sales are final. Exchanges may be made at the discretion of the Box Office Staff and will be assessed a \$5 processing fee. There are no refunds unless an event is cancelled.

PAYMENT

No unpaid reservations are permitted. All tickets must be paid for at the time of ordering. The PBK Box Office accepts cash, check, Visa, MasterCard, Discover, and American Express. Checks must be made payable to The College of William & Mary. Please note that tickets purchased at the door can only be paid for with cash at some venues.

FEES

There is a \$2.00 per ticket handling fee applied to all online orders.

PROMOTIONAL OFFERS

The PBK Box Office reserves the right to sell tickets at a discount via promotional or special offers. Any discounts must be asked for at the time of purchase. These offers cannot be applied toward previously purchased tickets and are subject to the same ticketing policies.

DELIVERY

Tickets purchased via phone will be held at the Box Office under Will Call beginning one hour prior to the event on the night of the performance. Tickets purchased online can be mailed or held at Will Call. Tickets sent through USPS will be charged an additional \$1 per ticket. Tickets purchased less than 10 days from the performance will automatically be held at the box office. Guests should be prepared to present a driver's license or other valid photo ID when picking up Will Call tickets.

ACCESSIBILITY

All performance spaces in Phi Beta Kappa Memorial Hall are accessible for patrons needing special seating accommodations. Please advise the ticket office staff prior to purchasing tickets when special seating is required (wheelchair, few stairs, etc.). At this time we do not provide the ability to purchase accessible seating online. Please contact the Box Office so that a ticket agent may assist you with your seating request. Assisted listening devices are available at all Main Stage performances.

LATE SEATING

At most events, seating begins 30-minutes prior to the scheduled start time. Latecomers will be seated at the discretion of the house management at a suitable break in the performance and in a location that is least disruptive to the performance. Please be advised that on rare occasions, some performances do not allow for any late seating.

WEATHER EMERGENCIES

The decision to cancel a show will only be made if the City of Williamsburg or the State of Virginia declares a weather (snow/hurricane) emergency. We will allow for exchanges only if there is availability in another performance. Refunds will only be issued if a show is cancelled due to extreme weather. Please note: if a customer cannot see another scheduled performance of the same show they will not be allowed to claim unused tickets for another production.