

## PERFORMANCE POLICIES

- **LATE SEATING**

W&M Theatre maintains a STRICT late seating policy for the respect of our performers and patrons. Ticketed guests are not permitted to enter the theatre more than **10 minutes past performance start time**. Patrons may be admitted at performance intermission. Patrons will not be permitted to enter more than **5 minutes past intermission end time**.

- **ASSIGNED SEATING**

Certain performances designated with assigned seating will honor tickets and receipts. Patrons found in seat not matching assigned location may be asked to vacate. **Please refer to RIGHT ARMREST for accurate seat number.**

- **FOOD & DRINK**

**Closed drinks** with a lid are allowed in the theatre. Food from concessions on certain performance nights is permitted in theatre. **Outside food is not permitted.**

- **BAGS**

Bags must be stowed **in lap or under seats** in theatre. Please refrain from placing carried items in neighboring seats. W&M Theatre is not liable for items left unattended.

- **CELL PHONES**

Please **refrain from any cell phone or tablet usage** while in performance. Multiple warnings are cause for dismissal from performance without refund. Devices must be kept on **SILENT** during entire performance.

- **TICKET REFUNDS/EXCHANGES**

W&M Theatre does not offer ticket refunds, except under extreme circumstances, at the discretion of House Manager or Box Office management team. Ticket exchanges are offered between performance nights of same show, and for other shows within W&M Mainstage season.

- **LOST ARTICLES**

Lost items will be held at the **Box Office** for pickup until end of each academic semester. Unclaimed items will be donated.

- **STUDENT TICKETS**

W&M Students are eligible to receive **1 ticket per student ID card or Comp Card**. Free tickets may be claimed in person at Box Office in advance or on show nights.

*For questions on house policies or ticketing, please see  
House Manager or Box Office Manager on performance night,  
or email [boxoffice@wm.edu](mailto:boxoffice@wm.edu)*