



OTTAWA FRINGE FESTIVAL BOX OFFICE POLICIES 2017

1. **All sales are final.** There are no refunds or exchanges. No exceptions. Please check your tickets carefully at time of purchase to ensure they are for the correct performance date and time.
2. **No latecomers.** Fringe Festival show schedules are strictly adhered to; please arrive on time to guarantee admittance. There are no refunds and no exceptions made for latecomers. Please note that there are no in and out privileges during Fringe performances. If for any reason you must exit the theatre during a performance, you will not be allowed re-entry under any circumstances.
3. **A \$3 Fringe Pin is required** to enter any Festival venue. The pin must be visible to Festival volunteers. If you lose your pin, you will be asked to purchase a replacement. Pins are available for sale at all box office and venue locations.
4. Advance Tickets: **A \$2 surcharge applies to all advance ticket sales.** Be advised that a credit card is required to purchase tickets online. Advance sales are available online until midnight the day before the performance and in-person at our box office locations up until one hour prior to show time. 100% of seats are available for advance ticket purchase. If a show sells out in advance, it will be announced online as well as at the venue.
Advance tickets can be purchased online (ottawafringe.com) or in person at our Festival box office locations: 2 Daly Ave., 2nd Floor and 133 Seraphin-Marion on the uOttawa campus. Check online or in the Fringe program for our box office hours of operation.
5. Tickets at the Door: all remaining tickets are available for same day purchase at the venue one hour before the scheduled show time. These tickets can be purchased with cash or a 5 or 10 or 20 show pass.
6. 5 and 10 (and 20!) Show Passes: Passes are a highly discounted way to experience the Festival, and are available for sale at our Festival box office locations. Passes cannot be used to purchase advance tickets. A pass does not guarantee admission to a venue.
7. Media passes: accredited media are provided with passes that allow them access to complimentary tickets between June 8 and 15, 2017. Anyone with a media pass may reserve tickets in advance up to one hour prior to showtime by either contacting the Marketing Coordinator Kimberly McCarthy-Kearney, or presenting their pass at a Festival box office location. Media passes cannot be used to reserve tickets online. Media passes cannot be used to obtain tickets at the door.



8. Best of Fest: on closing night the top-selling show in each of the Festival's five main venues receive one encore performance. Best of Fest shows are a fundraiser for the Festival, with ticket revenue being split 50/50 with the artists. As such, no complimentary passes (VIP, Media, Volunteer) will be accepted. 5/10/20 show passes may be used to purchase tickets at the door.
9. Babes-in-arms Policy: Children do not require a ticket or a pin when seated on an adult's lap during a performance. The Festival appreciates your help encouraging small children to practice quiet theatre behaviour in consideration of the performing artists and other audience members. Because all shows are non-juried and uncensored, the Festival cannot guarantee that show content is appropriate for children and takes no responsibility for content that may be offensive to younger viewers. The audience ratings in the Fringe program are provided by the artists.