



OTTAWA FRINGE FESTIVAL BOX OFFICE POLICIES 2018

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 purchase tickets and to access Fringe events. The pin must be visible when purchasing tickets. 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 and in-person at the Festival box office up until two hours 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.
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 show door pass.
6. 5 and 10 Show Door Passes: Door Passes are a highly discounted way to experience the Festival and are available for sale at our Festival box office. Door Passes cannot be used to purchase advance tickets. A pass does not guarantee admission to a venue.
7. Best of Fest: on closing night the top-selling show in each of the Festival's six 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 and 10 show passes may be used to purchase tickets at the door.
8. Babes-in-arms Policy: Children do not require a ticket or a pin when seated on an adult's lap during a performance. 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 are provided by the artists.