

# Box Office Information and Policies

## Tickets

**All tickets are non-refundable unless you purchase optional ticket insurance at the time you purchase your tickets.**

### **How to Get Tickets**

Tickets are available for secure purchase online. For your protection, we do not sell tickets in person, over the phone or at the door. Subject to availability, tickets may be purchased online right up until showtime.

### **Ticket Prices**

Ticket prices vary depending on the type of show, the venue, when you purchase them and whether or not demand is high for a particular performance. Book early to get the best price for the date you wish to attend. Ticket prices are subject to change at any time. Prices listed below are for regular season productions. Pricing may vary for special non-season events. We do not charge additional processing fees.

### **Mainstage Plays (Non-Musicals)**

#### **Adults:**

Advance Purchase: \$28

Within 48 Hours of the Performance or When the Performance is in High Demand,  
Whichever Comes First: \$31

On the Same Day as the Performance: \$33

#### **Seniors (62+), Students, Military/Veteran** (Please be prepared to show ID on arrival):

Advance Purchase: \$25

Within 48 Hours of the Performance or When the Performance is in High Demand,  
Whichever Comes First: \$28

On the Same Day as the Performance: \$30

**Groups of 10 or More:**

When Purchased in the Same Transaction for the Same Performance: \$24

**Groups of 20 or More:**

Please contact us at [groups@carrollwoodplayers.org](mailto:groups@carrollwoodplayers.org) for pricing and availability

**Mainstage Musicals**

**Adults:**

Advance Purchase: \$32

Within 48 Hours of the Performance or When the Performance is in High Demand,  
Whichever Comes First: \$35

On the Same Day as the Performance: \$37

**Seniors (62+), Students, Military/Veteran** (Please be prepared to show ID on arrival):

Advance Purchase: \$29

Within 48 Hours of the Performance or When the Performance is in High Demand,  
Whichever Comes First: \$32

On the Same Day as the Performance: \$34

**Groups of 10 or More:**

When Purchased in the Same Transaction for the Same Performance: \$28

**Groups of 20 or More:**

Please contact us at [groups@carrollwoodplayers.org](mailto:groups@carrollwoodplayers.org) for pricing and availability

**Black Box Productions**

**All Tickets, All Shows:**

Advance Purchase: \$21

Within 48 Hours of the Performance or When the Performance is in High Demand,  
Whichever Comes First: \$24

On the Same Day as the Performance: \$26

## **Optional Ticket Add-Ons**

During your ticket transaction, you will be offered several optional ticket add-ons. Only select these if you wish to purchase them.

### **Optional Seat Upgrades**

For Mainstage productions, a limited number of reserved front or second row seat upgrades are available for each performance. Front row reserved seat upgrades are \$4 per person. Second row reserved seat upgrades are \$2 per person. These sell out early.

### **Optional Ticket Insurance**

Protect your purchase by adding ticket insurance. Cancel for any reason and receive a full refund of the ticket price. Cancellation notification must be emailed to [boxoffice@carrollwoodplayers.org](mailto:boxoffice@carrollwoodplayers.org) no later than one hour prior to the performance time. \$3 per ticket for Mainstage shows. \$1.50 per ticket for Black Box shows. Must be purchased at the time you purchase your tickets.

### **Optional Co-Sponsor**

Help offset our expenses by becoming a co-sponsor of the performance you are attending. We'll announce your name in the welcome speech and your generosity will make a big difference. \$50 for Mainstage productions and \$25 for Black Box productions.

## **Ticket Refunds and Exchanges**

**All tickets are non-refundable unless you purchase optional ticket insurance at the time you purchase your tickets.**

Subject to availability, you may exchange your tickets for a different performance of **the same production**. To exchange tickets, use the exchange link in your original confirmation email. A \$5 exchange fee applies. Please note, if you purchased seat upgrades and then exchange your tickets for an alternate date, we cannot guarantee reserved front or second row seats on the new date.

## **Ticket Fees**

We do not charge any service or convenience fees for ticket purchases.

## **Your Physical Tickets**

All tickets and transaction receipts are distributed electronically by email. Please enter your email address carefully when purchasing tickets. If you do not receive an email confirmation containing your electronic tickets, please check your spam folder and, if necessary, contact us by email at [boxoffice@carrollwoodplayers.org](mailto:boxoffice@carrollwoodplayers.org)

It is not necessary for you to print your physical tickets, however, please be prepared to show them on your mobile device upon request.

## **Box Office Assistance**

As a small, volunteer-driven community theatre, we do not offer in person box office hours, door ticket sales or box office assistance by phone. Subject to availability, tickets may be purchased securely online at any time including right up until showtime. If you need assistance, please email us at [boxoffice@carrollwoodplayers.org](mailto:boxoffice@carrollwoodplayers.org)

## **Seating and Performance Policies**

**All sales are final. We regret we are unable to refund any tickets unless you purchased the optional ticket insurance at the time you purchased the tickets.**

### **Seating**

Individual seating for all performances and events is general admission/open seating unless otherwise indicated at time of purchase.

**Young Children/Lap Children:** Please note, we **do not admit** young children under the age of 5 unless otherwise stated for appropriate productions. All audience members, regardless of age, must have their own seat and must have a paid ticket. For the comfort of all patrons, **we do not allow children to sit on laps.**

**Accessible seating** is available on a limited basis for disabled patrons. Please indicate any special needs at time of purchase, or email [boxoffice@carrollwoodplayers.org](mailto:boxoffice@carrollwoodplayers.org) to request accessible seating.

**PLEASE NOTE: Your seat is only guaranteed until showtime. We reserve the right to resell seats not claimed by showtime, and we regret we are unable to refund unused tickets.**

## **Location**

Carrollwood Players Theatre (Black Box and Mainstage) are located at 4333 Gunn Highway, Tampa, FL 33618, in Plantation Plaza near the intersection of Gunn Highway and Mullis City Way.

## **Please Arrive On Time**

**Please be prompt! Latecomers are not guaranteed admission and will be seated at intermission subject to management discretion and subject to availability.**

**If you arrive late and we are not able to seat you at intermission or you choose not to wait, there are no refunds.**

Doors open 30 minutes before show time.

## **Theatre Etiquette**

Live theatre is a unique and wonderful experience that requires special attention to manners and etiquette. Disruptive audience members can ruin the experience for both the performers and others in the audience.

We invite you to laugh, cry, cheer and applaud during the performance, but please save any conversations until after the show.

Please silence and put away all electronic devices before the performance begins.

Please remain seated during the performance.

Photography and videography during the performance is **strictly prohibited**.

**Please note that we reserve the right to refuse admission or service to any disruptive or abusive audience member and that all tickets are non-refundable unless you purchased ticket insurance at the time you purchased your tickets.**

## **Intermission and Concessions**

Most performances include a fifteen-minute intermission. Our concession stand is open before performances and during intermission and features a variety of sweet and salty snacks, soft drinks, coffee and tea, beer and wine.

## **Dress**

We recommend smart casual attire.

## **Theatre For All**

Carrollwood Players offers a limited number of free tickets to every performance so that members of our community who may not otherwise be able to attend can experience the magic of live theatre. For more information, click [HERE](#).