

# TICKET FAQ

## **When do tickets go on sale?**

May 1<sup>st</sup>. Pre-sale access for volunteers opens April 24<sup>th</sup>.

## **Who needs to purchase a ticket?**

Anyone who sits inside the theatre to watch the performance is required to purchase a ticket. Lap children do not need to purchase a ticket.

Ushers will have a seat provided for them during the show they are volunteering for in order to enforce house rules. Chaperones will be provided with a complimentary seat during the show they are volunteering for in order to watch when it's their dancer's time to perform.

## **Is the theatre assigned seating?**

Yes. You will have the option of choosing your seats at the time of your purchase.

Want early access? Show volunteers get to purchase tickets one week prior to the on-sale date!

## **How much do tickets cost?**

Tickets are \$24 for all ages. There is an additional small service fee charged by the ticketing company for online and phone sales.

## **Can I get a refund or exchange my tickets?**

Refunds are allowed only on same day of purchase. Exchanges are allowed for purchases of equal or higher amount.

**\*Please double check the day and time of the show you are purchasing tickets for, as well as which shows your dancer is performing in.**

## **How do I purchase tickets?**

Tickets are sold online and by phone only until the day of the first show. Online and phone sales will be shut off the morning of Friday, June 14<sup>th</sup>. Tickets will then be available at the door one hour before show time. Door tickets will only be sold for the upcoming performance (i.e. you cannot purchase a 7pm Saturday ticket during the 2pm Saturday sales).

[www.tututix.com/heartbeatdanceacademy/](http://www.tututix.com/heartbeatdanceacademy/) or call 435.222.2849

Any other questions regarding your tickets? Please contact TutuTix at 435.222.2849 and they will be happy to assist.