

## FROM THE WEBSITE

1. All confirmations and notifications will be sent to your email address. If your email address has changed or this email address is not correct, click the "Account" button to update your personal information.
2. Subscribers or Premium seat holders may have access to some events through the box office or ticket office? prior to public sale on the internet.
3. To begin, click the buttons at the top of this page.
4. Your session will be terminated and tickets released after 15 minutes of inactivity.



To purchase tickets for wheelchair or limited access seating, we suggest calling our Box office or ticket office? at (503) 485-4300. We are better able to handle special needs in person or over the phone. However, due to recent ADA changes, you may be able to buy online. We may require that you attest to your need for any seats set aside for ADA by agreeing to terms and conditions.



DO NOT USE the BACK, FORWARD, OR REFRESH Buttons. When searching for tickets to add to your cart, this causes the current ticket selection to be released and you will end up back at this web page. Items already in your cart will be untouched.

Use the navigation buttons provided on the top of each page you are viewing - this is provided for your browsing safety

**Commented [LJ1]:** Nomenclature issues:  
Box office or ticket office? and ticket office

### Ticket Policy

Each person **REGARDLESS OF AGE** must have a valid ticket to enter a performance.

### Exchange Policy

#### **NO REFUNDS.**

#### **EXCHANGES only subject to the following conditions:**

1) Tickets may be exchanged by simply calling the Pentacle Theatre Box office or ticket office? at (503) 485-4300.

2) An exchange fee will be applied as follows:

**Subscription tickets: No Charge**

Non-Subscription tickets: may have a fee per ticket.

Please **retain** your original tickets to redeem your new tickets upon presentation at the Pentacle Theatre Box office or ticket office?.

3) **Requests for ticket exchanges will be accepted up to 48 hours prior** to the performance date of the tickets you are holding. This provides the Pentacle Theatre Box office or ticket office? the opportunity to resell the exchanged tickets.

4) The difference in ticket price will be charged when upgrading your tickets to a more expensive night or seat. **And the savings?**

#### Lost Tickets

In the event that you have lost your tickets, please visit the Pentacle Theatre Box office or ticket office? or call (503) 485-4300 before your performance date.

#### Order Fees

Refer to **Order Fee** for the policy description.

##### Order Fee

The order fee is charged to cover the cost of our box office or ticket office? and maintaining a web site that offers you the convenience to purchase tickets 24 hours a day, 7 days a week.

**Pentacle Theatre  
Theatre Address-324 52nd Ave NW**

**Downtown Ticket Office-145 Liberty St NE Salem OR 97301**

**Directions to our Box office or ticket office?**

**Telephone: (503) 485-4300 Fax: (503) 485-4301**

##### Hours:

**Monday - Tuesday**

**12:00 PM - 6:00 PM PST**

**Hours: Wednesday, Thursday, & Friday**

**11:00 AM - 4:00 PM PST**

**[www.pentacletheatre.org](http://www.pentacletheatre.org)  
[boxoffice@pentacletheatre.org](mailto:boxoffice@pentacletheatre.org)**

#### Mailing Fees

Refer to **Mailing Fee** for the policy description.

Mailing fees are charged to cover the costs of sending you your tickets and/or passes in the mail. Tickets and Passes are mailed via 1st Class Postage. Delivery may take 5 to 7 business days to arrive.

**It is important to note that no tickets will be mailed for performances within 7 days of the**

purchase date.

Pentacle Theatre is not responsible for lost or stolen tickets in the mail. [We have the house report, so losing a ticket isn't the end of the world.](#)

**Pentacle Theatre**  
**Theatre Address-324 52nd Ave NW**

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# PENTACLE THEATRE

## Exchange Policy for Season Ticket Holders

If a season ticket holder has missed their show date, they can only exchange their tickets at the theatre's **box office**, not at the ticket office downtown. They are to come early on the night they choose, bringing the tickets showing their missed date and wait for available seats before the show starts. A season ticket holder may only exchange future tickets at the downtown ticket office.

## **2010 ERA SEASON TICKET BROCHURE**

### **SHOW TIMES!**

All evening performances are scheduled for 7:30 p.m. The matinees (only on the first two Sundays of the run) are at 2:00 p.m.

### **DON'T LET YOUR TICKETS GO UNUSED – PLEASE!**

**There's nothing worse than turning people away from the door and having your seats sit empty.** If you take the time to drop tickets off, mail them in, or call our Ticket Office to let us know you are unable to attend; we may be able to sell them to someone who might not otherwise see the play.

### **NEED MORE TICKETS?**

Tickets to all plays will be on sale in January. For your convenience, you may buy additional tickets online or at the Pentacle Ticket Office.

### **CHECK YOUR TICKETS**

Please verify that you have the correct number of tickets, day, and seat location. If you do find an error, please contact us **immediately.**

#### **PLEASE REMEMBER:**

*Your thermal-printed tickets cannot be exposed to direct heat or light for extended time periods. Don't leave them in your car or on your dashboard.*

*Revised 08/13/09 slc*

### **QUESTIONS? WHO TO CALL:**

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Ticket Office Representative

**Sherry Calahan ext. 22**

**503-485-4300**

Pentacle Ticket Office

**145 Liberty St. NE, Suite 102**

**Salem, OR 97301**

Between State and Court Streets

In Historic Downtown Salem.

**TICKET OFFICE**

**HOURS:**

**Monday &**

**Tuesday**

**12 noon - 6 p.m.**

**Wednesday –**

**Friday**

**11 a.m. – 4 p.m.**

Exchange season tickets,  
Purchase individual tickets  
and get general information.

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additional tickets are available online at:

[www.pentacletheatre.org](http://www.pentacletheatre.org)

**WELCOME TO PENTACLE THEATRE**

We would like to  
Thank you very much for your subscription order for the  
**2010** Pentacle Theatre season!



We look forward to providing you with a year's worth of  
*"Quality Theater in an*  
*Intimate Setting"*  
- As we have been for 56 years!



**WE WELCOME NEW VOLUNTEERS!**

If just sitting in the audience isn't enough, please contact us about volunteer opportunities, both onstage and behind the scenes.  
Contact the Business Office or visit our website.

**YOUR SUPPORT IS VITAL-**  
**BECOME A MEMBER**

Pentacle Theatre is a non-profit organization. The income from sales of season tickets and individual tickets does not cover our production expenses. Your tax-deductible membership contribution puts you in the spotlight as a star supporter of the arts!

Our theater is, as it has always been, dependent upon the generosity of those who believe in supporting performing arts. Annual membership contributions underwrite theater productions and operations.

**SUBSCRIBER BENEFITS**

As a subscriber, you have a reserved seat for 8 great plays at a substantial cost savings. You also have other advantages over occasional audience members:

**FORGOT YOUR TICKETS?**

The House Manager can seat you in your usual seats on your regular night with no problem. Just check in at the Box Office on arrival at the theater.

**NEED TO SWITCH DATES?**

You can exchange for another performance by taking your tickets to the Pentacle Ticket Office.

- ✓ One free exchange per ticket is allowed; additional exchanges incur a \$2.00 fee.
- ✓ Additionally, exchanges from an off-peak to a peak performance will have an upgrade fee per ticket.

**LOST YOUR TICKETS?**

Duplicates can be issued by calling the Pentacle Ticket Office.

**MISSED YOUR PERFORMANCE?**

Only subscribers can take unused tickets to the theater on a later night and, if seats are available, still catch the show.

**CURTAIN GOING UP!**

Don't be late! The curtain time is stated on each ticket. Latecomers will be seated at intermission **ONLY**.

**YOU MAY ALSO NEED TO KNOW:**

**PENTACLE THEATER  
CANCELLATION POLICY.**

If weather conditions do not allow travel or other emergencies require cancellation of a performance, information will be given to local radio stations, as well as being noted on the Ticket Office answering machine.

**IN CASE OF EMERGENCY**

The phone number at the theater is 503-364-7200. Please, for the comfort of all patrons; turn off beepers, cellular phones and watch alarms.

**SPECIAL NEEDS  
ACCESSIBILITY**

The theater is fully equipped for wheelchair seating and comfort. Please let the House Manager know if you have special needs.



PLEASE SEE YOUR PLAY PROGRAM FOR MORE INFORMATION ON UPCOMING  
THEATER EVENTS.