

TICKET AND VENUE POLICIES

Listed below are some questions frequently asked by our patrons. Should you need additional assistance, please do not hesitate to contact the Revival Theatre Company ticket office at Arts Iowa at (319) 366-8203.

TICKET POLICY

Tickets may be purchased in person at the ticket office, online, or via the telephone. The Ticket Office is located at 119 Third Avenue SE, Cedar Rapids, Iowa. Standard Ticket Office hours are Monday through Friday, 10:00 a.m. to 5:00 p.m. and Saturday, 10:00 a.m. to 1:00 p.m. Due to the COVID-19 pandemic, these hours may vary; current hours can be found at www.artsiowa.com/plan-your-visit/policies/. The online Ticket Office is open 24 hours a day, seven days a week and can be found at www.artsiowa.com. Patrons purchasing online may print their tickets at home.

All ticket sales are final. No refunds will be permitted. Additional fees may apply to all ticket prices. Attendees assume all risk and danger incidental to the performance, whether occurring prior to, during or subsequently to, the actual performance. Management reserves the right to deny entry or eject any attendee from the facility in violation of venue policies or displaying inappropriate behavior. Ejected attendees will not receive a refund for his/her ticket or be compensated in any way. Attendees are strictly prohibited from recording or transmitting any picture, video, audio or cell phone reproduction of event. Attendees consent to having his/her image or likeness appear in any form of media or reproduction in whole or in part of this ticketed event. Outside food, beverages, camera and recording devices are prohibited inside the venues at all times. Revival Theatre Company and Arts Iowa not responsible for lost or stolen tickets.

HEALTH & SAFETY

Revival Theatre Company is and will continue to monitor the recommendations of the [CDC](https://www.cdc.gov) and [Linn County Public Health](https://www.linn-county.org/public-health), to ensure the health and safety of all participants. RTC will also consult with venues regarding their health and safety guidelines. Revival Theatre Company is a vaccinated company. All workers and ushers will be vaccinated. As a member of the audience, we strongly encourage you to do the same. If you choose not to be vaccinated, we ask that you wear a mask at all times, while in the building. Bartenders and ushers will also be masked. For the full and most up-to-date safety information, please visit www.revivaltheatrecompany.com/health-and-safety/.

ENTRY

For most performances, venue doors open approximately an hour before show time, and patron seating begins 40 minutes prior to show time (to lessen crowds in the lobby).

RECORDING, PICTURING, & VIDEOTAPING

Audio recording and videotaping are prohibited at all performances. In some cases, still photography may be permitted, as long as the flash has been disabled and that the photographing does not disturb the artists or other patrons.

FOOD & DRINK

Outside food and drink are not permitted in any of our venues. A concession stand will be open approximately one hour prior to the start of the performance and during intermission, and patrons can purchase water, sodas and alcoholic beverages.

ONLINE PURCHASING

Revival Theatre Company and Arts Iowa are not responsible for ticket order errors occurring when purchased via tablet or mobile device. If you are experiencing difficulties, please contact the Ticket Office for assistance before completing your online order at (319) 366-8203.

TICKET DISCOUNTS FOR STUDENTS, ACTIVE SERVICE MEMBERS, AND VETERANS

Revival Theatre Company offers \$25 tickets to Zone 2 seats for students, active military service members, and veterans. Discounted tickets must be purchased in person at the Arts Iowa Ticket

Office at 119 Third Avenue SE, Cedar Rapids, Iowa. Please be prepared to show a student ID or military ID for each discount ticket purchased. Discounts are not available on Zone 1 tickets.

CHILDREN

Children age six and above are welcome to attend Revival Theatre Company performances. Revival Theatre Company does not censor performances nor make any guarantees of show content. We encourage parents to use their discretion when deciding if a show is appropriate for their child. Regardless of age, all children require a ticket. Due to fire/safety regulations, child carriers are not allowed to be placed in the aisles or walkways.

LATE SEATING POLICY

Please be aware that all events start at the time indicated on the ticket. As to not disrupt the performers and other audience members, late comers may not be seated in their ticketed seat after the performance has begun. Seating for late arrivals will be in the back of the theater. You will be able to access your ticketed seat during intermission or at a suitable interval in the performance as determined by the ushers.

EMERGENCIES

In the event of an emergency, please notify the nearest staff person. Tell them what the emergency is, where the affected patron is located and provide as much information about the person as possible, including name, age, medical condition and emergency contacts. Do not hesitate to call 911 if the emergency appears to be life-threatening. In the event of a fire, please calmly follow the instructions of the venue staff and exit the building as quickly as possible. In the event of severe weather, please follow instructions of staff as they direct you toward safety. If you or members of your party are not able to utilize stairs, please notify them.

INCLEMENT WEATHER

Generally, performances will not be canceled due to unfavorable weather conditions and ticket refunds will not be available. In rare instances when a show is canceled due to weather, information will be posted on the Revival Theatre Company and Arts Iowa websites and ticket holders for that specific performance will be notified.

RESCHEDULED PERFORMANCES

In the case of a show postponement, ticket-holders may request refunds at the original point of purchase. Refund requests must be received 14 days before the new show date. Written requests must be postmarked 14 days before the new show date.

ACCESSIBILITY

Revival Theatre Company and Arts Iowa are compliant with The Americans with Disabilities Act. We welcome all patrons and offer a variety of services to meet special needs. For additional assistance, please contact the Ticket Office at (319) 366-8203.

PETS AND SERVICE ANIMALS

RTC has a no pets allowed policy inside performance venues. Any trained service animal is welcome.

SPECIAL SEATING

Special seating for persons with disabilities may be arranged in advance by calling (319) 366-8203.

CONTACT REVIVAL THEATRE COMPANY

The mission of Revival Theatre Company is to produce quality classical and contemporary musical theatre that is thought provoking, compelling and challenges the artist and audience.

For additional information, you may contact Revival Theatre Company at contact@revivaltheatrecompany.com; 329 10th Ave SE, Cedar Rapids, IA 52410; or (319) 366-8203.