PERFORMANCE SERIES POLICIES

Thank you for supporting the Performance Series! We're honored to welcome you to our theater and grateful to have you as part of our audience. These policies are designed to help ensure a safe, comfortable, and enjoyable experience for everyone — our guests, performers and staff alike. We appreciate your cooperation and look forward to sharing an inspiring season with you.

Accessible Seating (ADA)

- Our venue is fully accessible, including designated ADA parking.
- Accessible seating is available and reserved for guests with specific accessibility needs. By selecting these seats, guests confirm that they or someone in their party requires the features provided.
- ADA seating may be included in season ticket packages.
- ADA season ticket holders will be contacted prior to renewal to confirm continued need for accessible accommodations.
- Certain ADA and companion seats will remain available only for individual ticket purchases to ensure access.
- Due to limited space within the theater, large scooters may be difficult to accommodate. Guests are welcome to request a traditional wheelchair in advance for easier access. Quantities are limited, and advance notice is appreciated.

Bag & Personal Item Policy

- To ensure a safe and comfortable experience, large bags, backpacks, and outside food or drinks are not permitted in the theater.
- Columbia State is a tobacco-free and drug-free campus.
- All guests may be subject to a brief security screening or bag check upon entry.

- Items that could disrupt the performance or pose a risk — such as weapons, vaping devices, and laser pointers — are not allowed. We appreciate your cooperation in helping create an enjoyable experience for all.

Children & Family Attendance

- Everyone entering the theater must have a ticket, regardless of age.
- Some performances may be best suited for older audiences unless specifically labeled as family-friendly.
- For everyone’s safety and enjoyment, children must be accompanied by an adult at all times.

Community Code of Conduct

- We strive to create a welcoming and respectful environment. Disruptive or inappropriate behavior, including harassment or excessive noise, is not permitted.
- Venue management reserves the right to address conduct concerns, including asking individuals to leave if necessary, to preserve the experience for all guests.

Late Arrival Seating

- To minimize distractions, guests arriving after the performance begins may be seated during a designated break in the program.
- Entry may be limited to specific access points to reduce disruption.

Photography & Recording

- Unless otherwise noted, photography and recording of any kind are not allowed during performances.
- This helps protect the experience for guests and honors agreements with artists.
- Thank you for respecting this policy — violations may result in removal without a refund.

Current Season Ticket Holders

- Current season ticket holders have priority access to renew during the designated renewal period. After the deadline, any unrenewed seats will be released for public sale.
- Season ticket holders may relocate or exchange seats within their existing allotment, subject to availability, provided the total number of tickets remains unchanged.
- Season ticket holders may not add to their existing allotment during the renewal period. Requests for additional tickets must be made by calling the box office during the designated new season ticket sales period and will be handled on a first-come, first-served basis, subject to availability.
- Requests for ADA seating changes may be made by contacting the office; ADA seating is limited and subject to availability.
- Once a holder indicates they will not renew, those seats will be released immediately.
- Season tickets are non-transferable and assigned to the original purchaser only.

New Season Ticket Holders

- New season tickets are available only during the designated new subscriber sales period and may be purchased exclusively by phone.
- All new ticket purchases must be completed through official sales channels during the public sales window.
- The Advancement Office will announce renewal and sales timelines ahead of each season.

Service Animals

- Service animals trained to perform specific tasks are welcome in accordance with ADA guidelines.
- While we love animals, emotional support animals and pets are not permitted.

Ticket Information

- All sales are final — tickets are non-refundable and cannot be exchanged.
- Performance dates, times and programming are subject to change.

Weather & Emergencies

- Performances will continue as planned unless weather or other conditions pose a safety concern.
- In the event of an emergency, instructions will be given by the theater manager in collaboration with Columbia State Community College Security.
- If a performance is cancelled, ticket holders will be notified via email and social media.
- We will share rescheduling options whenever possible.

Columbia State Community College Foundation is a non-profit corporation as described in Section 501 (C) (3) of the Internal Revenue Code. Columbia State Community College, a Tennessee Board of Regents institution, is an AA/EOE educational institution.

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