



**General Ticket Sale Purchase and Refund Policy:**

All sales are final, and no refunds or ticket exchanges permitted except as follows. Purchaser may be given a full refund of all monies paid in the event that a performance is cancelled or postponed by DTC and a mutually agreeable date for a replacement performance cannot be arranged. Any refund due shall be made within thirty (30) days of cancellation notification. Tickets may be exchanged into a different date or time for the same event. Exchange and/or upgrade fees may apply. Tickets may not be exchanged into a different event.

**Group Ticket Sale Purchase and Refund Policy:**

Non-refundable deposit of 25% is due upon reservation with full payment due three weeks prior to the performance. All sales are final, and no refunds or ticket exchanges permitted except as follows. Group will be released from contractual obligations and may be given a full refund of all monies paid in the event that a performance is cancelled or postponed by DTC and a mutually agreeable date for a replacement performance cannot be arranged. In the event of attrition of Group, Group must notify DTC before (three weeks prior to performance date) to remove any unpaid tickets from the order. Any refunds due to Group shall be made by check or credit card refund within thirty (30) days of receipt of change or cancellation notification. Adjustments to deposits and due dates may be made at the discretion of the theater.

**Education Camp Refund Policy:**

In the rare event DTC cancels a session, full refund (including deposit) will be given to the participants registered for the cancelled session. In the event a participant cancels his/her registration, written notice must be provided to DTC prior to June 1 of the camp year. Participant will be refunded any monies paid, less the \$100 non-refundable deposit. On and after June 1 of the camp year, there are no refunds of any kind due to a participant's cancellation.

**Acting Class Refund Policy:**

In the event DTC cancels a course, registrant will be refunded all fees paid. In the event a registrant cancels, written notice must be provided to DTC at least three business days before the start of class, and a partial refund (payment minus a \$50 administrative fee) will be given to the registrant. There are no refunds for a registrant who cancels after three business days before the start of a course. Course fees are not pro-rated; please make every effort to attend class for the full experience. *If a course does not meet the minimum registration requirements, it will be cancelled and patrons refunded their fees.*

**Gift Certificates are Non-Refundable.**

**Theatre Rental Refund and Use Policy:**

A \$300 non-refundable deposit is due upon signing the rental contract, and the balance is due as stated in the User's contract. Any payments made above the \$300 will be refunded in full up to 4 weeks prior to the event. There are no refunds of any kind due to the User's cancellation within 4 weeks of the event. The User indemnifies and holds Theatre harmless from all liabilities, claims, damages, costs or expenses (including attorneys' fees) arising out of User's use of the facility, vendor activities on the premises or otherwise under this contract. If Theatre's facility is destroyed by fire, flood or other calamity, or if by reason of strike, lockouts, civil disorder, war or any other cause beyond Theatre's control, and Theatre is unable to make facility available to User, Theatre shall not be liable to User for any damages caused thereby, except that Theatre shall return to User the initial deposit and any additional payments made. User's agreement outlines any additional conditions specific to their event.

**General Refund Information:**

Refunds will be made via check or credit card. All credit card refunds must be made to the original card used for purchase. Purchases made via cash or check will be refunded via check. At the discretion of the theatre, credit card purchases may be refunded via check. All refunds will be processed within 30 (thirty) days.

**Ticket Delivery:**

Tickets order via telephone are mailed to patron unless requested to hold for will-call. Within a week of the performance tickets are automatically held at will-call for pickup to avoid post office delays. All tickets are sent via USPS first class mail. Tickets purchased online can be printed by the purchaser. They are not mailed out.

**Donation Policy:**

Delaware Theatre Company is a 501(c)3 non-profit organization. All donations are tax-deductible. A letter acknowledging the donation will be provided to the donor. Donations of cash and receipted goods will have the total contribution listed on the letter. Donations of goods and services receive a letter stating the item(s) donated and are valued at the discretion of the donor.

**Additional Terms and Conditions:**

The taking of photographs and audio/video recording of Delaware Theatre Company performances is strictly prohibited.

Educational programming may be photographed and/or recorded by the theatre for archival and promotional purposes. The names of minors will never be published without written consent from their parent or guardian. A photo release form is included in registration information.

Theatre may take photographs and/or audio/video recordings of its public events, in which attendees may appear, for archival and promotional purposes.

Patrons arriving to the theatre after the start of a performance will be seated at the discretion of the House Manager. Patron understands late seating may not be possible. Tickets may be exchanged for a

new performance subject to the standard exchange policy. No refunds are provided if Patron arrives late and is unable to attend part or all of the performance, regardless of Patron's ability to reschedule.