

# **CHUCK MATHENA CENTER POLICIES**

## **ACCESSIBILITY**

CMC strives to meet the needs of all guests. Our building meets all requirements as outlined by the ADA. If you require special parking, seating, audio or visual accommodations, please contact us in advance and we will endeavor to assist you. Accessible parking is located on the right side of the building. CMC ushers are happy to assist you in properly storing crutches, walkers, etc. during the performance. Assisted listening devices are available free of charge and can be requested at the box office.

## **ARRIVING**

Patrons with their tickets should arrive no later than 15 minutes before the scheduled show time. Patrons with tickets in will call and those planning on purchasing tickets at the door should arrive no later than 30 minutes before the scheduled show time. It is best to call in advance to ensure tickets are not sold out and will be available at the door. Patrons will find a complimentary coat check located outside the Rotunda Art Gallery. CMC Staff & Volunteers are available to assist as needed.

## **CANCELLATIONS**

Performances are subject to change or cancellations. If a CMC performance is cancelled or postponed, changes will be immediately posted on [ChuckMathenaCenter.org](http://ChuckMathenaCenter.org) and an email notification will be sent to all ticket holders with email addresses on file. Local media will receive cancellation information as well. Please check the website for the most up to date information about each performance.

## **CHILDREN**

All ages are encouraged to attend a performance designated as “family friendly”, and everyone, regardless of age, must have a ticket. CMC strongly discourages children under the age of 5 from attending a show not indicated as “family friendly”. Please note items that are not allowed in the theatre during all performances under the “PROHIBITED ITEMS” section.

## **DRESS CODE**

Most patrons dress in casual or business casual attire. It is recommended to dress in layers to adjust to theatre temperatures.

## **ELECTRONIC EQUIPMENT**

Photography, video and audio recording of any kind, including cell phones, iPods, etc. are strictly prohibited unless noted otherwise.

## **EMERGENCY EXITS**

In the event of an emergency, please look for lit exit signs and leave the building in a calm and orderly fashion. CMC staff and ushers will assist patrons in evacuating.

## **ENTERING THE THEATRE & FINDING YOUR SEAT**

Everyone, regardless of age, must have a ticket to enter the theatre. Theatre doors open 30 minutes before show time, however, late rehearsals, sound/light check, etc. may delay openings. Patrons sitting in odd numbered seats will enter the theatre through the double doors on the left side of the lobby. Patrons sitting in even numbered seats will enter the theatre through the double doors on the right side of the lobby. Please have your tickets ready to pass to the ushers to scan as you enter. College students must present a valid student ID with their student ticket. Ushers are located at each theatre door to assist you in finding your seats.

## **GROUPS**

Groups of ten or more are asked to arrive one hour before show time. Buses and passenger vans should park to the left of the main entrance. Groups not met by a CMC staff member should have the group leader check in at the box office. Please call in advance to make arrangements for your group.

## **LATE ARRIVAL**

Patrons arriving late are seated at the discretion of CMC at a time when it is least disruptive to the audience and artist. Latecomers must remain in the Grand Hall until ushers call you to be seated. Large flat panel screens located throughout the

lobby broadcast the show. Please be aware that some performances do not allow for late seating. Please make every effort to arrive early.

### **MERCHANDISE**

CMC and performing artists may have merchandise for sale in the lobby before, during intermission and after the performance.

### **PARKING**

There are 250 parking spaces available in the CMC parking lot. Parking is free for all CMC performances. Overflow parking is available at BB&T and First Community Bank. Sharing a vehicle is encouraged.

### **PROHIBITED ITEMS**

- Any form of tobacco product, weapons, and outside alcohol
- Chewing gum
- Any type of drink - this includes sippy cups, baby bottles, soda and water bottles in handbags, and any drinks that may be served in the lobby before or during a performance.
- Any type of food - this includes candy, baby food, and any food that may served in the lobby before or during a performance
- Strollers, seat carriers, etc. These items may be stored free of charge in the coat check area during the performance.

### **RIGHT TO REFUSE/REMOVE**

CMC reserves the right to refuse admittance to any party. This includes, but is not limited to, patrons attempting to enter the theatre without a proper ticket, patrons who are disruptive, disorderly, or assumed to be under the influence of drugs or alcohol, or not following theatre policies.

### **SECURITY**

CMC will ensure the safety of our audience, performers, volunteers, and employees. We appreciate your cooperation with necessary security measures. Avoid bringing large bags and parcels into the facility. Such items, including handbags, are subject to inspection. CMC management reserves the right to limit access to anyone who refuses inspections of these items.

### **THEATRE ETIQUETTE**

Turn off or silence cell phones, pagers, etc. during the show. Please consider the effects of perfumes and colognes on those seated around you. Disruptive patrons, regardless of age, will be asked to leave the theatre. For your convenience, televisions located throughout the lobby will show the performance for those patrons needing to step out of the theatre.

### **TICKET REFUND, EXCHANGE & LOST TICKETS**

No refunds or exchanges can be made once tickets are issued. If you are unable to use your ticket, please consider donating it back to CMC in exchange for a tax deductible receipt. Please donate tickets no later than 24 hours prior to the show listed on the ticket. Call CMC for more information. Please treat your tickets like cash. In the event of a lost ticket, tickets can be reprinted for a reprinting fee of \$6 per ticket.

### **TICKET RESELLING & RAFFLING**

Patrons are strictly prohibited to resell or raffle tickets above face value. Certain exceptions are made for non-profit and charitable organizations, but require prior approval by the CMC and the State of West Virginia. Any individual, group, or other entity found selling, raffling, or offering tickets for greater than face value are denied ticket purchases for a minimum period of two years. Repeat offenders are subject to stricter penalties up to and including permanent revocation from ticket buying.