

Tehachapi Community Theater Association
Policy and Procedure Manual

Subject: TCT Ticketing Policies

Policy: There are many facets to the ticket selling component of TCT's Business structure. The defined policies below will help to organize and effectively run that component. The Ticketing policies are as patron-friendly as they can be.

Procedure(s):

1. The Ticket Box Office is open one-half hour before a performance.
2. Ticket requests left on the theater's answering machine will not be considered valid until customer speaks with ticketing agent to confirm availability.
3. Tickets are priced by category. (See #5 below)
4. TCT Members will be given the Members Discount for all tickets.
5. Ticket Discounts available:
All Tickets are sold at full price with the following category discounts available –
 - Students, Seniors and Military: \$2.00 off full price tickets.
 - Members and Groups (10 or more): \$3.00 off full ticket price.
 - Children under 12: \$10.00 per ticket.
 - Rush Tickets: Sold only after 5-minute call, half price of the full ticket price.
6. Students, Seniors and Military tickets MUST be purchased At The Box Office.
7. For a Student discount, a current and valid student ID must be shown.
8. Seniors are 55 years and older.
9. For a Military discount, a valid Military ID must be shown.
10. All other patrons will be considered adults.
11. A Group discount will be given to any group of 10 or more patrons. To qualify for the Group discount, patrons need to purchase tickets together in one transaction.
12. Tickets purchased via a Group rate are non-refundable, but they are transferable.

