



Updated January 2021

STEEL CITY THEATRE COMPANY TICKET AND CANCELLATION POLICIES

CANCELLATIONS, REFUNDS AND EXCHANGES:

- No cancellations or refunds. Verify all information (title, date, time, seat selection, etc.) before ordering.
- We try to work with our patrons. Exchanges for the same production are available up to 24 hours prior to the ticketed performance time. Exchanges may be made between dates for a show for which you currently hold tickets and are at the discretion of Steel City Theatre Company Box Office, subject to availability.

COVID-19 CANCELLATION POLICIES:

- If you contract COVID-19 or have been exposed in the previous 14 days, please contact our Box Office (719-994-8298), and we will reschedule your tickets or transfer them to another show.
- If we cancel a show due to COVID-19, all ticket holders will be both called and emailed based on the numbers and email addresses provided when purchasing tickets. Ticket holders will have the option for a full refund, wait to see if the show is rescheduled, change tickets to an upcoming show, or convert your ticket purchase to a Steel City Theatre/Stage Door Gift Certificate.
- We will only cancel or postpone shows due to COVID-19 for the following reasons:
 - Pueblo County moves to "RED" on the COVID dial
 - Local hospitals are overfull, and we will cancel events in order to not contribute to the problem
 - We have a COVID-19 outbreak at the theatre
 - Too many actors and/or staff are out quarantining due to COVID-19 exposure to continue

TICKETING TERMS & CONDITIONS

- By submitting your order you agree to these terms and conditions, which apply to all ticket orders facilitated by the Steel City Theatre Company Box Office. Please note: Due to the nature of live theatrical bookings, dates, titles, availability and prices are subject to change at any time.

THEATRE POLICIES

- Late seating is at the discretion of the House Management and may not be available at all performances.
- Cell phones, tablets and/or other electronic devices may not be used during performances.
- Cameras and recording devices are not allowed to be used in the theatre.
- No outside food or drinks are allowed in the theatre or Stage Door Patio
- Children 4+ are welcome in our theatres.* Individual productions may offer age recommendations. It is always up to the parent / guardian to determine if an event is age appropriate. Each person entering, regardless of age, must be ticketed.
- If a patron becomes disruptive, that patron and the group they arrived with may be asked to leave. No refunds.

*Select family-orientated productions permit children under the age of 4 to attend the performance. Please check when ordering.