



CITADEL THEATRE
ROBBINS | ACADEMY

2011-2012 SEASON TICKET HOLDER GUIDE

BOB BAKER ARTISTIC DIRECTOR
PENNY RITCO EXECUTIVE DIRECTOR
780•425•1820 citadeltheatre.com

SEASON SPONSOR

PROVIDING MORE



SEASON TICKET HOLDER BENEFITS

UNLIMITED FREE TICKET EXCHANGES

You are welcome to exchange your subscription tickets for another day during the same production. Contact our Box Office at least 24 hours before the show you are scheduled to attend to select an alternate date.

THREE WAYS YOU CAN EXCHANGE YOUR TICKETS:

IN PERSON:

At our Box Office, Main Floor, 9828 - 101 A Avenue, Edmonton
Remember to bring the tickets you wish to exchange with you.

BY MAIL:

Enclose the tickets you wish to exchange along with your name, phone number and two choices of alternative dates and mail them to:
Citadel Theatre Box Office
9828 - 101 A Ave., Edmonton
T5J 3C6

BY PHONE:

Please have the tickets you wish to exchange in hand when you call 780-425-1820. You will be asked to return your original tickets to the Box Office before new tickets will be issued.

PLEASE NOTE: Original tickets must be returned to Box Office in order to receive your new tickets.

As a Citadel subscriber, you will not be charged a service fee to exchange your tickets. If the alternative performance date you select has a higher price, you will be charged the difference.

LOST TICKETS

If you lose your tickets, please call our Box Office and we will prepare a duplicate set.

SEASON TICKET HOLDER BENEFITS, cont.

MISSED PERFORMANCES

We are not able to refund or exchange tickets for missed performances. You may request a tax receipt for the value of any tickets returned to our Box Office at least 24 hours before a performance. If you are not able to attend and do not wish to exchange your tickets in advance, you are welcome to give them to someone who can use them. This is a wonderful way to share your love of theatre with others.

ADDITIONAL TICKETS

As a Citadel subscriber you are entitled to purchase two additional tickets at 20% off the single ticket price for any production in our Mainstage Series. Please call or visit our Box Office to book your additional tickets in advance.

VISITING THE CITADEL

PARKING

Parking in the City of Edmonton's Library Parkade or the Canada Place Parkade allows access to the theatre through the Pedway. You can enter these underground parkades one block north of Jasper Avenue on 97th Street, 99th Street and 100th Street.

A flat rate of \$5 (as of July 2009) per vehicle is charged from 6:00 PM to 1:00 AM. Cash is the only accepted payment. The Citadel does not operate the parkades or the parkade elevators.

Please allow plenty of time to park and make your way to the appropriate theatre. This is especially important if you need to pick up your tickets at the Box Office, as there can be performances beginning in three or four theatres at the same time.

If you would like more detailed information about parking in either underground or surface lots within walking distance of the Citadel, please call our Box Office and request a Parking Guide to the Downtown Arts District.

ATM (CASH) MACHINE

There is an ATM (cash) machine located on the main floor Pedway in the Lee Pavilion, near the Second Cup.

CONNECT WITH US

Visit our website: www.citadeltheatre.com

for photos, videos, news, reviews, to join our eNewsletter and much more:

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VISITING THE CITADEL

PERFORMANCE START TIMES

TUESDAY through SUNDAY EVENINGS	7:30 PM
THURSDAY, SATURDAY and SUNDAY MATINEES	1:30 PM
NOTE: Third SATURDAY MATINEE in the Rice	4:00 PM
Third SATURDAY EVENING in the Rice	9:00 PM

SEUSSICAL™

SATURDAY and SUNDAY MATINEE	1:30 PM
SATURDAY EVENING	7:30 PM

LATE SEATING We endeavour to minimize the distraction for our patrons and the actors when seating latecomers. If you arrive late for a performance, you will be seated at the first appropriate moment in the play in designated latecomer seating. You are welcome to move to your assigned seats at intermission. If you must leave the theatre during a performance you will not be allowed to return to your seat until intermission.

HEARING ENHANCEMENT HEADSETS (Maclab and Shoctor)

We offer headsets to patrons with hearing difficulties. Ask the usher at the door to the theatre. These are provided free of charge. You will be asked to leave your driver's license as a deposit until the headset is returned at the end of the performance.

WHEELCHAIR ACCESS Our theatres are accessible for wheelchair patrons. There are a limited number of wheel chair positions in each theatre. Please inform our Box Office when booking or exchanging your tickets of your specific needs and we will do our best to accommodate your request.

ELEVATOR LOCATIONS The Library Parkade Elevator is located on Level P2N next to the Churchill LRT station entrance. There are street-level drop-off zones on the south side of the theatre on Shoctor Alley and also on the north side of the building on 102 Avenue. Elevators to the theatres are located just inside the Shoctor Alley doors.

WASHROOMS Washroom facilities are located on the landing of the north stairs to the Shoctor Theatre; off the Maclab Theatre lobby just south of the base of the waterfall in the Lee Pavilion; off the Rice lobby; and around the corner from the Box Office on the main floor. Demand for washrooms is highest during intermission. The washrooms by our Box Office are accessible by wheelchair.

CHILDREN Babes in arms are not admitted in our theatres. The majority of our productions are not suitable for children under seven years of age. Children under the age of 5 are not permitted. Call our Box Office if you have questions about the content or suitability of our plays. Adults accompanying younger children are asked to take responsibility for their guests so all patrons can enjoy the performance.

VISITING THE CITADEL, cont.

ELECTRONIC DEVICES

To prevent disruptions, please turn off your cell phones and any other light- or sound- emitting digital devices and refrain from using them during a performance. If you must keep a cell phone or pager on in the theatre, please set it to vibrate and leave the theatre before answering calls. Video or still cameras, and all other recording devices are not permitted at any of the productions.

NOISE

Noise can be distracting not only to your fellow audience members but also to the actors on stage. Please refrain from whispering, unwrapping candies, gum, throat lozenges, etc. during the performance.

FOOD AND DRINK

You are welcome to take bottled water and the ice cream treats available for sale in the lobby during intermission in to the theatres. Please enjoy all other refreshments in the lobby.

ALLERGY ALERT

For the comfort and safety of those seated around you, please refrain from using scented products such as perfumes, cologne and strongly scented hair-care products before coming to the theatre. Strong scents can make it impossible for those with allergies to stay for the performance.

GETTING TO THE CITADEL

The Citadel is located at 9828 101 A Avenue, on the southeast side of Sir Winston Churchill Square. Accessible by LRT at the Churchill Station, the Citadel is also near several main ETS bus lines. Underground parking is available at the nearby Stanley Milner Library, City Hall and Canada Place parkades.

DO YOU LOVE THEATRE?

VOLUNTEER AT THE CITADEL

Our volunteers enjoy a wide range of duties – from greeting guests, to taking tickets, to helping patrons to their seats – they are an integral part of the Citadel Theatre experience. If you enjoy meeting new people, working with the public and getting to see the finest theatre in Edmonton, then the Citadel Theatre is the place for you! And, as an added bonus, our volunteers are often involved in the behind-the-scenes aspects of the Citadel performances and get to meet actors, directors and production staff while they're at it.

For further information, please contact (780) 426-4811 or visit our website at www.citadeltheatre.com.