



## Box Office Policies

To ensure all Fringe patrons have an exceptional Fringe experience, please be advised of the following policies related to your purchase:

### 1. Personal Information

Upon purchase, patron person information, such as name, address, email, and phone number may be collected. This allows us to inform patrons of any changes to a performance and reprint receipts. It also allows patrons to access their account in the future, online.

All personal information is kept confidential. Fringe Theatre does not buy, rent, or sell patron information.

### 2. Service Fee

As a charity, one of our pillars during the Fringe Festival is directing 100% of the ticket price back to the artists. A \$3 service fee is applied to each ticket, which enables Fringe Theatre to pay for the operational costs of the Box Office, such as ticketing software, hardware (laptops, printers, credit card machines, ticket stock), credit card fees, and staff.

During the season the service fee is applied to general operating costs of the shows performed.

### 3. Refunds & Exchanges

During the Fringe Festival refunds are available if a show is cancelled. Otherwise, general refunds and exchanges are not available during the Fringe Festival.

100% of the net ticket price is given to the artists during the Festival and Fringe Theatre does not have the authority to offer refunds or exchanges that will adjust revenue from one artist to another.

Tickets purchased to a show in the Fringe Theatre Season or Fringe Theatre Spotlight may be refunded or exchanged if the ticket was initially purchased through the Fringe Box Office.

### 4. Show Entry

Due to various permitting and building codes, a ticket must be presented for each person (including infants and children) who wish to enter an indoor show.

During the Fringe Festival, many shows are scheduled within 15 minutes of one another. Additionally, many venues are not traditional theatres, and therefore latecomers can easily disrupt a show. As such, latecomers are not permitted entry to shows. Should a patron leave a show, they will not be permitted re-entry.

**Questions or Concerns? Contact us: [communications@fringetheatre.ca](mailto:communications@fringetheatre.ca)**