

PARKING

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Geva's Surface Lot: There is limited parking in the surface lot located behind Geva, on the corner of St. Mary's Place and Capron St. The special event rate for this lot is \$10.00, payable to the attendant by cash or credit card, starting 2 hours before a performance.

Public street parking and other private paid lots are available in the immediate surrounding areas to Geva; all are subject to their own pricing and policies.

Please visit our website for the most up to date information on parking at gevatheatre.org/visitor/#parking



CONTACT US

Box Office 585-232-4382
 Email boxoffice@gevatheatre.org
 Comments and Feedback dialogue@gevatheatre.org

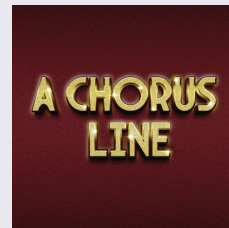
BOX OFFICE HOURS:

Monday CLOSED
 Tuesday - Saturday Noon - 8pm
 Sunday Noon - 7pm

On days without an evening performance, the Box Office is open until 6pm.
 The Box Office is closed on Sundays without performances.

To learn more, visit our website at GevaTheatre.org

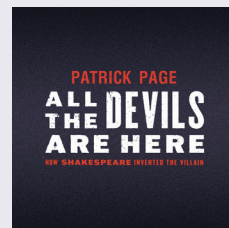
26/27 SEASON



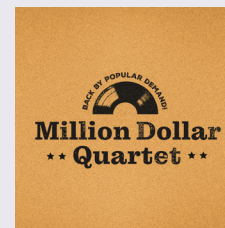
WILSON STAGE
SEP 9 - OCT 11



FIELDING STAGE
OCT 13 - NOV 22



WILSON STAGE
JAN 13 - JAN 31



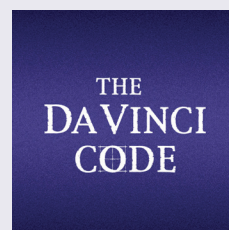
WILSON STAGE
FEB 23 - MAR 21



WILSON STAGE
APR 6 - APR 25



FIELDING STAGE
APR 27 - JUN 6



WILSON STAGE
MAY 26 - JUN 27

585-232-4382
GevaTheatre.org
BoxOffice@GevaTheatre.org
 75 Woodbury Boulevard,
 Rochester, NY 14607

All plays, artists, schedules and prices are subject to change.



GEVA THEATRE'S 26/27 SEASON SPONSOR

26/27 SUBSCRIBER HANDBOOK

Geva
THEATRE



THEATRE COURTESIES

TICKETING POLICIES



ELECTRONIC DEVICES

Out of courtesy to your fellow theatregoers, all mobile electronic devices must be turned off or set to “do not disturb” while in the theatre. The use of cameras and other recording devices is strictly prohibited.

LATE ARRIVALS

Guests arriving after a performance has begun will be seated at the discretion of the House Manager, possibly not until intermission.

INCLEMENT WEATHER

The only circumstance when a weather-related cancellation will occur is if Monroe County declares a state of emergency. We will contact you to exchange your tickets for another performance of the same show. Tickets cannot be transferred to a different production.

HALF-OFF TIX & DISCOUNTS

Remember to take advantage of your three 50% off tickets, included with your One Geva or Flex Subscription. These may be applied toward any One Geva performance of the 26/27 Season when booked under your name (not valid for *A Christmas Carol*). Tickets purchased at 50% off are covered by all applicable subscriber exchange benefits.

ADDITIONAL DISCOUNTS: One Geva and Flex Subscribers are often eligible for discounts on Special Programming, including *A Christmas Carol*, Summer Productions, Cabarets and more. Exact discounts per Special Production are available on our website as these shows are announced. Discounts will automatically apply when purchasing tickets online while logged in with the email address associated with your subscription, or when calling the Box Office to purchase tickets.

TICKET EXCHANGES

To take advantage of your exclusive ticket-exchange benefits at any time, just call or stop by the Box Office when we’re open. Or, during off-hours, simply leave us a voicemail or visit <https://gevatheatre.org/subscription/#faq-section> and we’ll get back to you with a confirmation.

Guidelines for ticket exchanges:

- **ALL EXCHANGES ARE SUBJECT TO AVAILABILITY.**
- **Tickets may only be exchanged for another performance of the same play.**
- You must confirm the name and address associated with your subscription in order to process your exchange.
- Exchange requests **must be submitted to the Box Office by 12:30pm** on the day of your originally scheduled performance.
- Tickets for missed shows are non-exchangeable and non-refundable.
- As an added benefit, **One Geva subscribers** may take advantage of **Missed Performance Insurance.** (*See opposite.*)

Delivery of your new tickets:

- Your exchanged tickets will be held at Will Call for pick up the day of, unless otherwise requested.
- Once an exchange is processed, your original tickets will be voided, and the seats will be released for sale.
- When your exchange is confirmed, please destroy the original paper tickets to help us avoid accidental double-seating issues.

FOR FLEX TICKET SUBSCRIBERS

- Flex Ticket vouchers may be redeemed online through your Geva account. Contact the Box Office if you need assistance with your booking.
- **Flex subscribers may request one exchange per ticket for no charge.** Further exchanges will result in a \$5 per ticket exchange fee.
- Please note, once tickets are booked into a given production, they cannot be removed from that production’s run and can only be rescheduled for another performance of the same production.
- Please also note that we cannot reissue or exchange tickets for performances that have been missed.
- Flex Ticket vouchers are **not redeemable for special programming and summer shows** (including *Elvis My Way* and *Get Happy*)

FOR ONE GEVA SUBSCRIBERS

- One Geva subscribers may request an **unlimited number of exchanges.**
- Ticket exchanges are **free of charge** for tickets of equal or lesser value.
- Upgrades to higher-value tickets are allowed, based on availability. An **upgrade fee** will be applied, calculated as the difference in subscription-ticket pricing.
- **Ticket refunds are not available.** Unused tickets may be released prior to the scheduled performance. These will be recorded as a tax-deductible donation to Geva, and a receipt will be issued.

Missed Performance Insurance:

If you cannot attend a scheduled performance and are unable to request an exchange before 12:30pm on your scheduled day, as a last resort, One Geva subscribers may take advantage of Missed Performance Insurance. Flex Subscriptions not eligible for Missed Performance Insurance.

How it works:

- After you have missed a scheduled performance, **you must contact the Box Office by phone on the day of** another performance of the same show to request seating.
- We will make every effort to issue you complimentary tickets as close to your subscriber seats as possible.
- **Missed Performance Insurance may not be used to secure tickets for a different production.**
- Tickets may only be requested by phone on the day of the performance you wish to attend. **Requests made by email or voicemail cannot be honored.**
- Once reserved, your complimentary tickets for the new performance **must be picked up at the Box Office at least 30 minutes prior** to curtain or they will be released for sale.
- We kindly request that you use this benefit **only as a last resort.**