



Hampshire College Theatre

Box Office

Emily Dickinson Hall
893 West Street
Amherst MA 01002

General Policies

Ticket Reservations

- The Box Office is open 1-5pm Monday through Friday starting a week and a day before opening night.
- Tickets can be reserved in the following ways:
 - o Call during Box Office hours
 - o Call and leave a message during off hours
 - o Walk in during Box Office hours
 - o Walk in and self-reserve a ticket on the Box Office computer
 - o Self-reserve a ticket through our website (theatre.hampshire.edu)
- If a show is sold out, patrons calling to make a reservation are offered other available dates or can be placed on a waitlist.
- We urge you not to attempt to make reservations during show night hours (6:30-8:30pm). The Box Office Managers are busy preparing for the night's show.

Show Nights

- The Box Office Manager will be in the box office from 6:30-8:30pm.
- The Box Office opens at 7:00pm to sell tickets.
- Cast and crew members must be backstage after 7:00pm.
- The Box Office Manager cannot leave once the Box Office is open.
- The Box Office Manager may have anyone in the Office leave upon request.
- The Stage Manager can authorize the addition of extra seats at their discretion as long as they comply with safety procedures and restrictions.
- Box Office Manager is not allowed to sell tickets over capacity
 - o Mainstage capacity: 100 persons
 - o Studio capacity: 70 persons
- Any tickets still available after the waitlist will be sold on a first-come, first-served basis.
- The Box Office closes either when the show is sold out, or when the house closes.
- The House Manager cannot stay in the Box Office after the Manager leaves.
- Once the show has started, there is no late entry to the house, even with a paid for ticket held by the Manager.

Ticket Pick Up

- The Box Office takes only cash.
- The Box Office clock is the master clock for the theater.
- All patrons with reservations who are intending to attend the show should arrive at the theater by 7:40pm.
- Tickets must be picked up by someone in the party.

- Paid tickets can be labeled and held by the Box Office Manager for missing party members.
- All reservations are released to the waitlist at 7:45pm

Waitlist

- The waitlist is called at 7:45pm.
- Names are called off the waitlist in the order that they are reserved.
- When a name is called, that person may buy as many tickets as the Manager has available, regardless of reservation.
- Any tickets still available after the waitlist will be sold on a first-come, first-served basis.