



Ticketing Policies and House Rules

UT Department of Theatre • 206 McClung Tower • Knoxville, TN 37996

MAILING ADDRESS

UT Theatre Department
206 McClung Tower
Knoxville, TN 37996-0420

PHYSICAL ADDRESS

Clarence Brown Theatre
1714 Andy Holt Ave.
Knoxville, TN 37916

Box Office: 865.974.5161 • f.865.974.3448 • box_office@utk.edu

House Manager: 865.974.8287 • hm@utk.edu

BOX OFFICE HOURS

Hours: Noon to 5pm Monday through Friday and 2 hours prior to Curtain for performances.

The Box Office discontinues phone service 30 minutes prior to curtain to allow our personnel to attend to patrons at the ticket windows. In case of emergency, our staff and patrons may be contacted by calling the House Manager at any time during a performance.

TICKETING POLICIES

Exchanges: Tickets may be exchanged as little as one day prior to your scheduled performance to another performance of the same show (pending seat availability). Exchanges incur a \$2.50 per ticket exchange fee and any applicable upgrade charges. As a benefit, subscribers save and pay only applicable upgrade charges. Exchanges may not be made after your scheduled performance.

House Seats: For sold-out performances, all remaining house seats will be released to patrons on the waiting list fifteen minutes prior to the performance.

Late Seating: Latecomers will be seated at the discretion of the House Manager and may have to wait for an appropriate time to be seated. Latecomers may be seated in alternate seats in order to avoid disturbing other patrons once the performance has begun. We encourage patrons to arrive at the theatre early.

Lost & Found: Clarence Brown staff check our facilities nightly for any items that might have been left behind. To inquire about a lost item, please contact the Box Office. Be sure to give us a description of the lost item, let us know when and where you think you lost it, and provide us with contact information so that we can get back in touch with you. Items left in our Lost & Found more than 30 days will be discarded.

Sold-Out: Performances are defined as “sold-out” when the no open seats remain in the ticketing system.

Ticket Donations: Season ticket holders unable to attend a performance may donate their ticket(s) by contacting the Box Office at least 24 hours prior to the performance. A voucher will be sent documenting the amount of this donation.

Ticket Insurance: All tickets ordered in advance come with free ticket insurance. If your tickets are lost or stolen, simply notify the Box Office and we'll cancel the missing tickets so no one else can use them and print new ones. ID may be required.

Waiting List: A first-come-first-served waiting list will be started forty-five minutes prior to curtain (or as required) for sold-out performances. Should seating become available, these seats will be released to patrons based on the order of the waiting list. Wait-listed patrons may be seated as latecomers.

Will Call: For the Mainstage and Carousel Theatres, Will Call is located at the Box Office in the Main Lobby of the Clarence Brown. Will Call for Lab Theatre productions is located at the Desk in the Lobby of the Lab Theatre. Tickets must be picked up from Will Call at least five minutes prior to show time. Tickets remaining at that time will be released to accommodate customers on the Waiting List.

HOUSE RULES

Our House Managers supervise a team of volunteer Ushers to make your theatre experience both safe and enjoyable. If you would like to become an Usher, please contact the Box Office or see a House Manager for more information.

Recording Devices: Audio and visual recording devices of any kind (including all cameras) are strictly prohibited by federal law in the theatres. Patrons violating this prohibition will be asked to leave.

Cell Phones, PDA's, and other Electronic Devices: We ask all patrons to turn-off rather than silence all cell phones, PDA's, and other electronic devices. In addition to distracting those around you and disrupting the performance, interference from these devices can cause problems with our wireless microphones and other wireless production equipment. Patrons answering the phone or texting during the performance will be asked to leave.

Children: Some productions may not be appropriate for children of all ages. Guidance to age-appropriateness can be found on our website, most marketing materials, or by calling the Box Office. Out of respect to our actors and audiences we are unable to admit children under 5 years of age to any performance. Additionally, fire codes require that each patron, including children, have a ticket—lap-seating is strictly prohibited.

Food and Beverages: Coffee, hot chocolate, apple cider, and a selection of Coca-Cola fountain drinks are available in the Main Lobby before performances and during intermission for Mainstage and Carousel shows. Food and beverages are not permitted inside any of our theatres with the exception of bottled water.

Smoking: Smoking is not permitted by state law in or within 50 feet of any University building.

GENERAL INFORMATION



Accessibility for the Physically Disabled: All three theatres at the Clarence Brown provide accessible seating for our physically challenged and disabled patrons. Please notify the Box Office when purchasing your tickets of any accommodation you may need or call 865.974.8287 prior to the performance to inform our House Management staff of your needs. Should you need assistance on the night of a show, please contact any of our House Management staff or Ushers.



Accessibility for the Hearing Impaired: Both headset-style and induction-loop assisted listening devices are available in all three of the Clarence Brown's venues free of charge to assist those who may need just a little boost in volume. For the Mainstage and Carousel, headsets are available at the Concessions Stand. In the Lab Theatre headsets may be obtained from the Box Office in the Lab Lobby. In addition, all Clarence Brown produced shows are sign-interpreted (usually the first Thursday performance following opening) and Open Captioned (usually the first Sunday Matinee) for the Deaf and hard of hearing communities.

9
1
1

Emergencies: We encourage our patrons to report emergencies, safety hazards, and any other concerns to any of our Ushers or House Managers. House Managers can be located in the theatre Lobby throughout the performance. House Management may be reached at any time by calling 865.974.8287. In the event of a personal emergency, patrons may be reached during a performance by calling the House Manager at 865.974.8287.



Inclement Weather: In rare instances, inclement weather may cause us to cancel a performance. If that happens, we will attempt to announce via local media outlets, through social media, on our website homepage, and by recording an announcement on the Box Office phone at 865.974.5161. If a show is cancelled due to inclement weather, exchanges (see exchange policy) will be accommodated the next business day waiving the per ticket fee.



Severe Weather: During performances our staff monitors the weather so that you don't have to. Should a watch or warning be issued while you're with us, we'll make announcements in the Lobby as appropriate to keep you informed.



Open Captioning: Open Captioning is a text display of all of the words and sounds heard during a production—very similar to closed captioning on your TV. Whether you just miss a single word or you have hearing loss too severe to benefit from the use of assisted listening devices, open captioning can keep you from missing out. In partnership with the [Theatre Development Fund's Open Captioning Initiative](#), the Clarence

Brown is bringing this service to you free of charge beginning this season. Open captioning will be available on the first Sunday matinee for each of our productions. For more information on how Open Captioning works, check out <http://clarencbrowntheatre.com/open-captioning>.

CANCELLED

Title and Scheduling Changes: The CBT makes every attempt in good faith to adhere to the production schedule described in our season brochure. We reserve the right to make title and schedule changes due to any circumstances that prohibit the production of a scheduled show or particular performance. Refunds will not be issued due to a change in a production's title or performance schedule.

P

Parking for Patrons: We encourage all patrons to park FREE in the upper level of the McClung Tower Garage at 1215 Volunteer Blvd. This garage is reserved exclusively for CBT patrons for our performances and has a security guard present throughout the evening.

Spaces for patrons with VIP and Disability Permits are available in Lot 23 on the south side of the Clarence Brown between the CBT and Carousel theatres. Parking in Lot 23 is often limited due to campus activities and UT's Parking Office may collect \$10 from patrons parking there without VIP or Disability Permits. You will receive a detailed map of the campus along with your tickets.

Note: The Clarence Brown only provides free parking in McClung Tower for the Clarence Brown Theatre's regular season. Parking arrangements for other events at the Clarence Brown are the responsibility of the individual event organizer and the UT Parking Office. Please inquire about specific parking arrangements for your event when purchasing your tickets.