

# DCP Theatre 2023 – Frequently Asked Questions

## What is Flex Package Ticket pricing?

All Flex ticket packages offer a discount off the regular Adult, single-ticket price. The more Flex tickets that are in a package, the greater the discount. The more you buy, the more you save! No other discounts or coupons can be combined with Flex Ticket Packages.

## Will I receive physical tickets in the mail?

No. DCP Theatre is paperless, and we are no longer printing physical tickets for any type of ticket sale. All tickets, including Flex Tickets, are sent via email. Patrons are checked in at the door prior to each performance using the identifying information associated with their reservation.

## May I exchange my Flex tickets?

Yes, you may exchange your tickets if you contact us **PRIOR** to the performance date on your ticket. We kindly request at least 24 hrs. notice if you cannot attend a performance. Flex Tickets can be moved to any remaining available performance within the 2023 Season.

## How do I exchange my tickets?

There are 2 options for exchanging your tickets:

1. Call the Box Office: (215-234-0966)
  - Call at least 24 hours in advance and leave a message with the details of your exchange.
  - Provide your name, phone #, show name/date/time of your current tickets, and date/time of the new requested show.
  - Your exchange will be processed, and you will receive an email confirmation for your new tickets.
2. Email the Box Office at [BoxOffice@dcptheatre.com](mailto:BoxOffice@dcptheatre.com)
  - Simply email us all the same information requested above for leaving a phone message. We will make the exchange in our system and email you back to confirm.

## Will I be charged to exchange my tickets?

No. As a courtesy, there is no fee when exchanging tickets for Flex Ticket Package holders.

## May I give my Flex Ticket to someone else?

Yes. You may give your Flex Tickets to someone else. Please notify the Box Office so we can ensure the correct name is listed on the order prior to the performance time. Please note that full Flex Ticket packages **cannot be gifted**. Flex Packages are registered to the email address and name that is entered at the time the order is placed and this cannot be edited or transferred to a different person after the order is confirmed. The best way to “gift” a Flex Package is by purchasing a Gift Card online for the amount of the desired package. Your gift recipient can then use that gift card as their payment method when purchasing their own Flex Ticket Package.

## What happens if I miss or I am unable to attend a show?

If you cannot attend your show date and the show is still running, please call and exchange your tickets **PRIOR** to the performance date printed on the ticket, per the above instructions. If the show has closed or we have no available seats, you will not be able to exchange your tickets. We cannot refund tickets for a missed performance, so it is imperative that you call **PRIOR** to the date printed on the ticket. Flex Packages are non-refundable. Unused Flex Tickets expire at the end of each season. They cannot rollover to a new season or be refunded.

## Can I use multiple tickets for the same performance?

Yes! This is the ultimate Flexibility that the Flex Ticket Packages provide! You decide when you want to redeem the Flex Tickets and they can be used in any combination. Use your entire Flex package for a single performance or spread them out over multiple productions within the 2023 Season.

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## How do I redeem my Flex Ticket Package?

Purchasing a Flex Package does not guarantee you tickets to any given performance, reservations for your desired performance date(s) are required. Reservations can be made through several methods:

1. Redeem your Flex Tickets online by logging in to your Patron account in DCP's ticketing system. The email address associated with the original Flex Ticket order is your username and you create a password the first time you login. Detailed instructions for accessing your online account and redeeming your flex tickets online are sent to all subscribers when they purchase a Flex Ticket package. Instructions are also available on DCP's main website.
2. Call or email the box office at 215.234.0966 or [BoxOffice@dcptheatre.com](mailto:BoxOffice@dcptheatre.com) with your redemption request. Please include your name, phone number, the date/time of the performance you wish to attend, and the number of tickets you would like to redeem.

## When is the Box Office open?

The Box Office is open 1 hour prior to all show times. It is not staffed during non-show times. You may call the Box Office at 215.234.0966 at any time and leave a message. Our volunteer staff will return your call as soon as possible.

## What time should I arrive before the show?

The doors to the auditorium typically open a half hour before the performance is scheduled to begin. We suggest that you arrive 20-30 minutes before the start time to select your seats in the auditorium. DCP seating is all general admission, specific seats cannot be reserved in advance.

## How can I find out if there is sensitive content in the play I am about to see?

Any show with sensitive content will have notices posted in all marketing materials and be clearly noted on all show references on the DCP website. Questions can also be left on our general information voicemail, and someone will return your call.

## Is DCP Theatre Accessible for patrons with special needs?

Yes. DCP has a side door entrance that is fully accessible for patrons using wheelchairs or walkers. DCP's restrooms are also accessible, and the seating area can accommodate a variety of special needs. Please contact the Box Office to alert us in advance to any seating or mobility needs that you may have. Our House Manager and other lobby staff are available prior to each performance time to assist with special seating requests.