



## FREQUENTLY ASKED QUESTIONS

Whether this is your first show at the Tack or your hundredth, we've got some advance information you may find helpful.

**WILL CALL Tickets:** If you have purchased tickets in advance and are picking them up at the door, look for the WILL CALL sign on the wall above the ticket counter with an arrow directing you to the table INSIDE the gallery doors. You can bypass the ticket counter where others may be purchasing tickets.

**Print at Home e-Tickets:** If you opted to print your tickets at home, THANK YOU! You saved the Tack resources and help keep our ticket costs lower. If you have a smart phone, our ticket scanners can also read the ticket's QR code on your phone. It's pretty easy once you've figured it out, though it isn't something you want to do for the first time while you're standing in line to be scanned and there are loads of excited people behind you. 😊

If you'd like to learn how to do this for future shows, ask an usher to point you toward someone who knows the procedure and they can show you how it's done.

**Pre-show Welcome Email:** Ticket purchasers will receive an email message 24 hours prior to show time with additional details related to the performance, health requirements and other pertinent information. Please watch your inbox and share the message with others in your party.

**Cameras:** Generally, contract agreements with performers prohibit the use of cameras, camcorders and other recording devices during a performance. However, with the artist's permission, our staff photographer may click a few shots for posterity.

**Latecomers:** Late arrivals will be seated at the House Manager's discretion to allow a distraction-free performance for both performers and audience.

**Merchandise:** Help support the Tack and celebrate its 25<sup>th</sup> anniversary by purchasing special memorabilia at the Will Call table during intermission or after the show. Performers may also offer merchandise for sale and your pre-show email will have specifics, if available.

**First Timers:** Welcome! If you have any questions or are unsure about something, reach out to anyone with a name badge. The Tack's volunteers are eager to help you feel a part of our arts and entertainment-loving community!

**Intermission:** The Tack's legendary intermission hospitality has been suspended temporarily. Instead, the performance will have no intermission. If you need to step out for a moment, please do so between songs to limit your impact on the enjoyment of others.

**Parking:** The large lot to the north has an abundance of free parking. Drop off passengers with physical challenges at the circle drive doors and then move to the parking lot. Parking on the circle drive is not allowed.

**Accessibility:** LTCA is fully accessible. Ushers will assist you with storing walkers and wheelchairs after you've been seated. If you use an assistive hearing device and are seated in the center section, turn on your T-coil to connect directly to our sound system. Headsets are available from the House Manager.

**Coat Check:** Coat racks are available in the hallway between the Gallery and the high school. Be aware that the ventilation system will be running at a higher level, so you may feel a bit of a chill in the air and find your coat to be of use during the performance.

**Cancelled or Rescheduled Performance:** If a performance must be cancelled, the LTCA will make every attempt to contact all ticket buyers by email or phone message. In addition, our social media, website and ticket office phone will also have the most up-to-date information. In most cases, the performance will be rescheduled for a future date with all previous tickets still valid.

**Ticket Policies:** Ticket sales are final, and exchanges and refunds will not be issued. If you are unable to use a ticket for a Tack event, please consider donating it back to our nonprofit organization at least 48 hours prior to the scheduled performance. Upon request, a receipt detailing your tax-deductible donation will be issued.

Misplaced your tickets? Just give the Tack Ticket Office a call. 715.659.4499

**COVID-19 Ticket Guarantee:** If the Tack must reschedule or cancel an event OR if you are feeling ill or uncomfortable attending an event for which you have tickets, you may:

- Donate the full value of your tickets to our nonprofit organization in exchange for a tax-deductible receipt and our gratitude.
- Receive an account credit for the full value of your tickets to be used for a future event.
- Request a refund for the value of your ticket LESS \$5 per ticket for fees incurred on the original sale.

**Children at the Tack:** While the Tack believes that cultural and arts experience are invaluable for our youth, not all shows are appropriate for all ages. For evening events considered to be most appropriate for an adult audience, the Tack discourages attendance by children.

Fire Codes require ALL audience members (even those of lap-sitting size) to have a ticket.

### Questions?

Call us at 715.659.4499

Email us at [info@lucilletackcenter.com](mailto:info@lucilletackcenter.com)

Visit us at 300 N School Street, Spencer from 11 am -2 pm on Wednesdays September - April. Use Door #22.