

Miscast Theatre Company

Event & Ticket Terms and Conditions



'2023-2024'

Miscast Theatre Company, LLC (“Us”, “We”, “Our”) offers users the opportunity to purchase tickets online directly from the primary ticketing source. The information below is provided to help ensure your understanding of the process and policies for purchasing tickets on SimpleTix.

If you have any questions, please email us at infor@miscasttheatre.org.

Ticket Price & Currency

All ticket prices are stated in U.S. dollars. The price listed is the cost of the ticket, including a facility fee. Service fees may be charged on a per-ticket and/or per-order basis and will be clearly displayed.

SimpleTix does not set the prices of the tickets for events. Each Show (the “Show”) is responsible for setting the price of tickets.

All ticket prices displayed are subject to change at any time. Prices are only guaranteed when the tickets are purchased.

Payment Methods

SimpleTix accepts the following methods of payments which may include, but are not limited to Visa, MasterCard, American Express, Discover, Cashapp, Venmo, and Apple Pay.

Credit card transactions require a valid matching photo ID when picking tickets up at Will Call. Cash is accepted.

Ticket Availability

Tickets are sold through several distribution points, most of which access the same ticket inventory simultaneously. Popular events may sell out quickly, and inventory may not be available for every performance. There also may be periods of time when tickets are made available for an event via another sales channel prior to being made available on Broadway Direct.

Primary Inventory

If you purchase a ticket from SimpleTix, you are buying directly from the “primary inventory” for the Show which means We work directly with the venue without being managed by a third party.

Ticket Limits

A Show may limit the number of tickets that can be purchased per transaction or within a specified date range (known as a “ticket limit”). Any applicable ticket limit is posted during the purchase process and is verified with applicable transactions. Ticket limits may also vary by ticket type and are subject to change. We reserve the right to cancel any or all orders found to be in violation of these established ticket limits. This includes orders associated with the same name, email address, billing address, credit card number, or other information.

We reserve the right to deny access to tickets and the site if, We detect the use of a robot, spider, offline reader, site search/retrieval application, automated browser, or another manual or automatic device, tool, or process to retrieve, index, or data mine. Access will be denied to known violators.

Canceled Performances & Changes to Performance Times

In the event, a performance has been canceled or the performance time has changed, we will make the best effort to contact you to inform you of the change.

If a performance has been canceled, you will receive instructions on how to receive a refund for the ticket(s) you have purchased.

Refunds will only be issued back to the original method of payment used for the purchase, including pre-paid debit or credit gift cards.

Refunds & Exchanges

All ticket sales remain nonrefundable and nonexchangeable. MTC reserves the right to impose a \$2.00 exchange fee per ticket or, if approved, refund half of the total amount. Please note that service fees remain nonrefundable.

For any questions, please email us at info@miscasttheatre.org

Order Confirmation

Following your purchase of ticket(s) through SimpleTix, you will be provided with an order confirmation number in the form of a confirmation page and a confirmation email. If you do not see the confirmation page or do not receive the confirmation email, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm whether or not your order has been completed. Only you may be aware of any problems that may occur during the purchase process. We will not be responsible for losses (monetary or otherwise) if you assumed that an order was not placed because you failed to receive confirmation.

Ticket Delivery Options

Different combinations of delivery methods may be offered, depending on facts that include the venue and how much time is left before the Show performance. You will be offered delivery method options during the checkout process and you may choose your delivery method from the list provided.

Generally, some of the following delivery methods may be offered:

- Will Call
- Print at Home
- Email

Use of Ticket(s)

The barcode only allows one entry per scan. Unauthorized duplication or sale of this ticket may prevent your admittance to the event.

Keep your ticket(s) in a safe place as you would cash or regular hard tickets.

All tickets are subject to the terms printed on the back of the ticket, reprinted below for your convenience.

All ticket holders are required to comply with specific COVID-19 related terms and conditions upon entering the venue including but not limited to wearing masks while on premises. The details of the current policies, including the exchanges and refunds, may be found here:

<https://f1l.a56.myftpupload.com/covidinfo/>

The QR code/barcode only allows one entry per scan. Unauthorized duplication or sale of this ticket may prevent your admittance to the event. Keep your ticket(s) in a safe place as you would cash or regular hard tickets. The venue is not responsible for any inconvenience caused by unauthorized duplication.

This ticket cannot be replaced if lost, stolen or destroyed and is valid only for the event and seat for which it is issued. This ticket is not redeemable for cash. If a venue seats less than 5,000 persons, this ticket may not be resold within 500 feet from the physical structure of this place of entertainment under penalty of law. The unlawful resale or attempted resale of this ticket is grounds for seizure and cancellation without compensation. Certain maximum resale premiums and restrictions may apply.

This ticket is a revocable license and admission may be refused upon refunding the purchase price appearing hereon. In addition, Management reserves the right, without the refund of any portion of the ticket purchase price, to refuse admission to or eject any person whose conduct is deemed by management to be disorderly, who uses vulgar or abusive language or who fails to comply with the terms and conditions herein.

Holder agrees by the use of this ticket, not to transmit or aid in transmitting any description, account, picture or reproduction of the event to which this ticket is issued. Breach of the foregoing will automatically terminate this license.

LATECOMERS WILL BE SEATED AT THE DISCRETION OF MANAGEMENT. EVENT, DATE, TIME & CAST ARE SUBJECT TO CHANGE.

For Cause

At any time For Cause, the Miscast Theatre and The Public Theatre members shall have the right to remove any person from the premises.

COVID 19

COVID-19 WARNING: AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PLACE WHERE PEOPLE GATHER. COVID-19 IS AN EXTREMELY CONTAGIOUS DISEASE THAT CAN LEAD TO SEVERE ILLNESS AND DEATH. BY ENTERING THE VENUE, HOLDER ASSUMES ALL RISKS, HAZARDS, AND DANGERS INCIDENTAL TO THE EVENT FOR WHICH THE TICKET IS ISSUED. MTC HAS THE RIGHT TO CANCEL ANY PERFORMANCE DUE TO COVID-19 WITHOUT EXCHANGES OR REFUNDS.