

TICKET FAQs

THE TICKET SCOOP

- Read this entire tip list to increase your chances of attending ticketed shows.
- Return here for news of returned tickets being re-issued.
- **Don't Give Up - There's a way in for everyone!**

TIPS AND TRICKS WHILE ORDERING

- N/A = Not available yet
- SOLD OUT = Sold Out
- Refresh your computer screen often to see status changes during the first hour that tickets are available
- While tickets are on their first selling run, you may want to return to the order page every 10-15 minutes as unclaimed tickets are re-released.

WHERE THERE'S A WILL THERE'S A WAY!

If you do not have a ticket, arrive early and there are at least 5 other ways to be admitted:

1. **At performance time, unused tickets are turned in at the door or made available while waiting in line.** Ask for extras from people in line with tickets. Often, people have tickets they are not using. (Some last minute change of plans free up seats for Non-ticket Walk-Ins.)
2. **Fifteen Minutes Before Showtime:** Unused tickets expire, allowing Non-Ticket Walk-Ins to be admitted.
3. **Check the website often for UPDATES and possible returned tickets being re-issued.** Those who are persistent may get the news first on obtaining returned tickets.
4. **Some performers' families may choose not to use their tickets.** These tickets will be added to the next ticket issue.
5. **Standby Tickets and Waiting List:** We no longer issue standby tickets and do not keep a waiting list. But, we are conservative in our estimates of potential "no shows" and have never turned anyone away.

So, for those who try, there is a way to get in. Good Luck!

Thank you for your support of this year's Days of Christmas on Temple Hill. We hope you enjoy many of the wonderful events through December 27.

NOTE: Prior to the show, there will be NO seat-saving permitted. Please arrive with your full party in order to sit together. Thank you.

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Please help us maintain the beauty, comfort and cleanliness of the auditorium, chapel and Visitors' Center. We appreciate it if you do not bring food into the buildings. Take your garbage with you, and place it in garbage receptacles.

Q: Is there an age minimum?

A: Everyone must have a ticket, including children. To comply with fire safety standard requirements, we must account for all children, regardless of age.

We discourage bringing children under the age of 5, but we will not turn any age away. In an effort to be courteous to your fellow audience members, please remove any child that is causing a disruption and go to the foyer or outside. You are allowed to quietly return to your seats at the end of a scene (between musical selections).

Q: What is the appropriate attire?

A: Clothes! Please wear clothes and shoes. There is no requirement on attire except to be respectful. Modest attire is encouraged. Black tie and concert dresses are welcome for those wishing to express their celebration of the season.

Q: How long is the show?

A: Scrooge! The Musical – 2h

Messiah Sing-Along concert – 2h

The Nutcracker Ballet – 2h 15m, including an intermission

Jason Lyle Black - The Backwards Piano Man® concert – 50m

Behold the Gift dance performance – 50m

The Magic of Christmas – 1h 15m

Great Gospel Season Finale – 1h 30m

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Q: How do I reserve my tickets, and then are they sent to me, or do I pick them up?

A: You do not "reserve" your tickets; you obtain them online, via the Internet (computer or tablet). Tickets will be sent as an attachment to an email confirmation from Eventbrite immediately upon completing your order. **You will need to print your tickets.**

Q: I'd like to bring a special group of 12 girls to a performance. Can you please set aside a block of tickets for us?

A: We'd love to accommodate groups, but there are not enough seats in the auditorium to take care of all of the requests we receive. The best solution is to have everyone in the group obtain tickets as individuals. Then, read the first page of this FAQ to learn how everyone can get in.

Q: Is it okay to place more than one order from the same home address?

A: Yes, it is okay, but we ask you to be fair in obtaining only those which you will use, and allow others to also attend. Your address is not needed for ordering tickets to a performance.

Q: Is it okay to place more than one order from the same email address?

A: Yes, it is okay to place more than one order, but we ask you to be fair in obtaining only the number of tickets which you will use, and allow others to also attend. You may use the same email address to order more than once. Each order has a maximum of 4 tickets.

Q: Can I sell my ticket? Or, is it okay to purchase a ticket?

A: No. This production is provided as a loving service and gift to the community. There is no monetary value of the ticket. Likewise, it is highly recommended that you do not encourage the sale of these tickets by purchasing them. Thank you.

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Q: I've lost my ticket ! What do I do?

A: You can reprint your original ticket or request a new confirmation so that you can print your ticket. A few days before the performance, you will be sent an email with an opportunity to print your ticket again. **Note that each ticket has a unique ID number and duplication is not allowed. Only one ticket per unique ID can be admitted.**

Q: I am wondering if we need to show ID? My friend bought the ticket but now cannot attend. Someone else would like to use her ticket. Can she give the ticket to that person?

A: Yes, your ticket is transferrable - anyone can use the ticket. No ID required. The only thing we ask is that you do not make any duplicate copies. Each ticket has a unique number, so only one person per ticket.

Q: Is it worth a trip to the Hill if we don't have tickets to the a sold out show? Can you guarantee that we can get in without a ticket?

A: The purpose for having tickets is to make sure there's an audience for a worthy performance. Without a ticket, **there is no guarantee of getting in.** However, there are many who turn in extra tickets while waiting in line. To improve your chances of getting in without a ticket, you are encouraged to ask those in line for their extras.

Note: Enjoy Temple Hill wherever you are! There are beautiful lights, plus a wonderful show in the Visitors' Center as well as shows in the auditorium.

Q: How early should we arrive? I want a good seat.

A: The majority of seats in the auditorium are good and provide a rewarding experience. Unused tickets expire 15 minutes prior to show time, so it is important to arrive and park at least 30 minutes in advance. I recommend arriving 45-60 minutes early in order to assure comfortable admittance and seating. If you arrive earlier than an hour in advance, consider taking a walk through the Visitors' Center.