

# MEMBERSHIP GUIDE

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## THANK YOU AND WELCOME

Thank you for becoming a Playhouse Member! This guide provides the answers to anything and everything you need to know about your Membership. Keep it handy throughout the year, and you can always contact Patron Services with any additional questions.

See you at the theater!



Danny Feldman,  
Producing Artistic Director

## CONTACT INFORMATION

### PATRON SERVICES

39 S. El Molino Avenue  
Pasadena, CA 91101

Email: [boxoffice@pasadenaplayhouse.org](mailto:boxoffice@pasadenaplayhouse.org)  
Phone: 626-356-7529

Phone Hours:  
Tuesday-Saturday 12:00 PM–6:00 PM  
Sunday 12:00 PM–4:00 PM

Box Office Hours:  
Tuesday-Saturday 12:00 PM–6:00 PM  
Sunday 12:00 PM–4:00 PM  
On performance days, the Box Office windows will remain open 15 minutes after the show begins.

Hours are subject to change due to observed holidays.

### LOST AND FOUND

626-356-7529

# MEMBERSHIP

## LEVELS AND BENEFITS

The Playhouse Membership Program is the best way to see all of our season productions, gain access to exclusive events, and be treated like a VIP, all while supporting our outreach programs. With your Membership purchase, you will receive a year of exciting theater while ensuring that others will have access to the Playhouse for years to come. Below is a list of benefits at each Membership level.

## MEMBERSHIP

- Free tickets, priority booking and seating to all season productions as listed below:
  - Individual: One free ticket
  - Dual: Two free tickets
  - Family: Up to four free tickets
- Invitations to behind-the-scenes events, PlayhouseTalks, and more
- \$50 guest tickets to any season production
- Unlimited free exchanges for maximum flexibility
- Discounts to special programming, including holiday shows and classes, for you and your friends

## PRIORITY | FAMILY PRIORITY

- All benefits extended to the **Membership** level
- Free drinks in The Library, our exclusive Member lounge, every time you visit
- Pasadena Playhouse branded merchandise
- Name recognition in our season program

## PREMIUM | FAMILY PREMIUM

- All benefits extended to the **Priority/Family Priority** level
- VIP seats through personal concierge booking services for all productions and events
- Name recognition on our website

## PREMIUM PLUS | FAMILY PREMIUM PLUS

- All benefits extended to the **Premium/Family Premium** level
- An invitation to one opening night and party
- Signed production memorabilia

## CONTRIBUTING | FAMILY CONTRIBUTING

- All benefits extended to the **Premium Plus/Family Premium Plus** level
- Two free tickets to all Opening Night performances, pre-show receptions and post-show parties for season productions
- Invitations to exclusive Artist Salons featuring actors, directors, designers, and more

## SUPPORTING | FAMILY SUPPORTING

- All benefits extended to the **Contributing/Family Contributing** level
- Free parking when you visit the Playhouse to attend performances
- An invitation to attend first rehearsals throughout the season

## LEADING | FAMILY LEADING

- All benefits extended to the **Supporting/Family Supporting** level
- Post-show meet and greet plus a tour with select cast members
- Dinner with artistic leadership and select cast members

## MAKING A DIFFERENCE

As a Member-supported theater, we're powered by the generosity of people like you who help us change lives and build stronger communities. Your Membership supports our outreach programs, offering free tickets to thousands of people every year, including every 7th grade class in the Pasadena Unified School District, so that they too can experience the power of live theater. Thank you for your support.

# TICKETS

## BOOK YOUR FREE MEMBER TICKETS

### HOW IT WORKS

Your tickets can be booked throughout the year during the exclusive Member booking period. We will reach out to you and let you know when it is time to book. At that time, you can redeem your tickets by phone, online or in person. Please see “Pasadena Playhouse Contact Information” on page 3 for details.

The number of tickets you will receive per production is determined by your Membership level. Membership tickets are not transferable between season productions and may only be redeemed as allotted.

To learn more about booking your tickets, visit us online at [pasadenaplayhouse.org/membership](http://pasadenaplayhouse.org/membership).

### MEMBERSHIP DISCOUNTS

In addition to your free tickets to season productions, Members also receive discounts to special events such as summer programming and holiday shows. You will be notified by email throughout the year to receive advanced booking access to these productions.

### TICKET EXCHANGE

Members have access to unlimited free ticket exchanges up to three hours before your scheduled performance begins. To exchange your Membership ticket, please call Patron Services, email [boxoffice@pasadenaplayhouse.org](mailto:boxoffice@pasadenaplayhouse.org), or visit the Box Office. Please note, tickets cannot be exchanged online. For unused tickets past the performance date, please see “Missed Performance Policy” on page 7.

## TICKET DELIVERY

Delivery options:

### Will Call

Pick up your tickets at the Box Office before your performance.

### Standard Mail

Tickets may be mailed to you if booked more than 10 business days before your performance.

### Print at Home

Tickets will be sent to you via email as a PDF file. You may either print your tickets at home or save them to your smartphone to be scanned at the theater.

## LOST OR FORGOTTEN TICKETS

If you lose your tickets, simply call Patron Services on the day of the performance for replacements. If you’ve forgotten your tickets, we encourage you to stop by the Box Office early, with photo ID, for assistance.

## MISSED PERFORMANCE POLICY

Pasadena Playhouse offers missed performance assurance for all Members. If you missed your performance date but would still like to see the show, please call Patron Services or visit the Box Office on the day you would like to see the show and you will be given the best available seats. Missed performance tickets are subject to availability.



An usher in her uniform in the Playhouse Courtyard, 1928

## REFUND AND CANCELED PERFORMANCE POLICY

All Membership purchases are final sale. As there is no cash value to the tickets you receive with your Membership, no refunds will be issued for missed or canceled performances. In the event of a missed or canceled performance, your Membership tickets can be rebooked free of charge for another date within the production.

All individual ticket purchases are also a final sale. However, in the event of a canceled performance, a refund will be credited to your original payment method. If you paid by cash or check, a refund check will be issued. Handling fees are nonrefundable.

## GROUP SERVICES

To arrange a memorable experience at the Playhouse for your group of 10+, please contact Group Services. Tickets are limited, so be sure to plan early. Email [groupsales@pasadenaplayhouse.org](mailto:groupsales@pasadenaplayhouse.org) or call 626-921-1161 for more information on group pricing and availability.

## PLAYHOUSE GIFT CERTIFICATES

Give the gift of theater! To purchase a gift certificate online, visit [pasadenaplayhouse.org/gift](http://pasadenaplayhouse.org/gift) or contact Patron Services. To redeem gift certificates, select the gift certificate payment method online or contact Patron Services.

# ACCESSIBILITY

## PATRONS WITH DISABILITIES

Pasadena Playhouse is committed to making theater accessible to all patrons. For more information regarding accommodations and services, please contact Patron Services.

## MOBILITY AND SEAT LOCATIONS

Please contact Patron Services to arrange accommodations for persons in wheelchairs or persons with disabilities and their attendants or companions. If your wheelchair status changes after you have purchased your ticket, please contact Patron Services before the show. Ushers cannot physically assist patrons into or out of theater seats, wheelchairs, or vehicles. Accessible seating is available on the orchestra level only. Service animals are welcome at Pasadena Playhouse.

## ASSISTED-LISTENING DEVICES

Assisted-listening devices can be checked out in the lobby before the performance using a photo ID and are available on a first come, first serve basis. For more information, please contact Patron Services.

## PATRONS REQUIRING EXTRA SEAT SPACE

We have seats available in our theater to accommodate patrons in need of extra seat space. For more information, please contact Patron Services.



Pasadena Playhouse fountain, completed in 1928

# SEATING CHART

Please note there is no center aisle.

**MEZZANINE – 2ND FLOOR**  
Row AA is above Orchestra Row M

|    |                                     |  |    |
|----|-------------------------------------|--|----|
| HH | 01 02 03 04 05 06 07 08 09 10 11    | 12 13 14 15 16 17 18 19 20 21 22 23    | HH |
| GG | 01 02 03 04 05 06 07 08 09 10 11 12 | 13 14 15 16 17 18 19 20 21 22 23 24    | GG |
| FF | 01 02 03 04 05 06 07 08 09 10 11    | 12 13 14 15 16 17 18 19 20 21 22 23    | FF |
| EE | 01 02 03 04 05 06 07 08 09 10       | 11 12 13 14 15 16 17 18 19 20 21       | EE |
| DD | 01 02 03 04 05 06 07 08 09 10       | 11 12 13 14 15 16 17 18 19 20 21       | DD |
| CC | 01 02 03 04 05 06 07 08 09 10       | 11 12 13 14 15 16 17 18 19 20          | CC |
| BB | 01 02 03 04 05 06 07 08 09 10 11    | 12 13 14 15 16 17 18 19 20 21 22 23 24 | BB |
| AA | 01 02 03 04 05 06 07 08 09 10 11 12 | 13 14 15 16 17 18 19 20 21 22 23 24 25 | AA |

**ORCHESTRA – 1ST FLOOR**

|   |  |   |   |
|---|--|---|---|
| S | 01 02 03 04 05 06 07 08                      | 21 22 23 24 25 26 27 28 29 30                   | S |
| R | ♿ C 03 04 05 06 07 08 09 10                  | 19 20 21 22 23 24 25 26 27 28 C ♿               | R |
| Q | 01 02 03 04 05 06 07 08 09 10                | 19 20 21 22 23 24 25 26 27 28 29 30             | Q |
| P | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | P |
| N | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | N |
| M | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | M |
| L | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | L |
| K | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | K |
| J | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | J |
| H | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | H |
| G | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 | G |
| F | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | F |
| E | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | E |
| D | 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 | 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30    | D |
| C | 01 02 03 04 05 06 07 08 09 10 11 12 13 14    | 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29    | C |
| B | ♿ C 02 03 04 05 06 07 08 09                  | 10 11 12 13 14 15 16 17 18 19 C ♿               | B |
| A | ♿ C 02 03 04 05 06 07 08 09                  | 10 11 12 13 14 15 16 17 18 19 C ♿               | A |



## ATTENDANCE POLICIES

### LATE ARRIVALS

In consideration of our artists and patrons, late seating will take place during the first appropriate break in the performance at the discretion of management. House management will direct you to available seats that may not be the original seats you purchased. For the convenience of late-comers, the performance in progress may be viewed and heard on monitors in the lobby.

### AGE RESTRICTIONS

No child under the age of 5 will be admitted into the theater. We ask that everyone in your party, regardless of age, be able to sit quietly through a performance without disturbing other patrons or the artists. Ushers may ask parents whose children are disruptive to take them outside the theater. If there is repeated disruption, we reserve the right to revoke admission and refund your ticket price, excluding service charges. Patrons of all ages must have a ticket to enter Pasadena Playhouse and must sit in the seat indicated on the ticket.

### PRODUCTION ADVISORY

Please contact Patron Services to be notified about productions with content including herbal cigarettes, theatrical fog, strobe lights, gunshots, strong language, nudity or sexual content, violence, or any other items to which patrons may have sensitivity.

### THEATER COURTESY

As a courtesy to the artists and fellow patrons, please turn off cell phones and all other electronic devices prior to the performance. Please refrain from talking and any disruptive noise-making during the performance. Neither photography nor the use of electronic devices are allowed during performances.

### SECURITY

Please be aware that all bags are subject to search. Oversized bags, backpacks, briefcases, cameras, and video cameras are not allowed inside our theater and may be required to be checked in by house management before you enter the theater.



Naming celebration of the Playhouse Alley, 1982

## PLAN YOUR VISIT

### ADDRESS

Pasadena Playhouse  
39 S. El Molino Avenue  
Pasadena, CA 91101

### PARKING

Playhouse Plaza Lot  
Entrance located on El Molino Avenue, directly across the street from the Playhouse.

### Hours of Operation

Monday-Friday 8:00 A.M.–11:00 P.M.  
Saturday-Sunday 10:00 A.M.–11:00 P.M.  
For additional information on parking rates, call 626-229-7564  
Pasadena Playhouse does not validate parking

### Free Street Parking

Free street parking in Pasadena is available after 6:00 P.M. Monday-Saturday and all day on Sundays. Please refer to posted parking signs.

### PUBLIC TRANSPORTATION

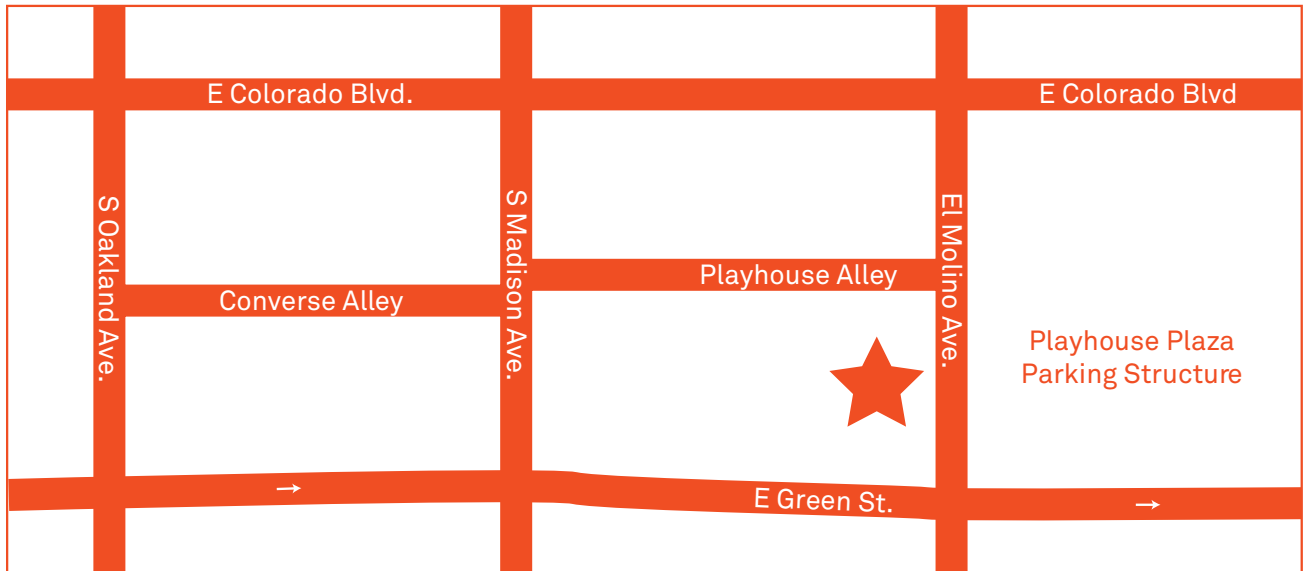
We are conveniently located near the Metro Rail Gold Line Lake Street station and many Los Angeles Metro and Pasadena ARTS Bus lines. Please visit [pasadenaplayhouse.org/visit](http://pasadenaplayhouse.org/visit) for more information.

### RESTROOMS

Restrooms, including accessible facilities, are available in the Pasadena Playhouse lobby starting 45 minutes before each performance. Public restrooms are also available in the lobby of the Playhouse Plaza directly across the street from the Pasadena Playhouse.

### DINING

For a list of dining options in the surrounding area, visit us online at [pasadenaplayhouse.org/visit](http://pasadenaplayhouse.org/visit).





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## DON'T FORGET TO FOLLOW US:



[/pasadenaplayhouse](https://www.facebook.com/pasadenaplayhouse)



[@pasadenaplayhouse](https://www.instagram.com/pasadenaplayhouse)



[@pasplayhouse](https://twitter.com/pasplayhouse)

Share your Member experience using  
[#playhousemember](https://twitter.com/pasplayhouse)