

MEMBERSHIP GUIDE



2023
REGIONAL THEATRE
TONY AWARD

PASADENA
PLAYHOUSE

TABLE OF CONTENTS

CONTACT INFORMATION	3
Patron Services Phone Hours	
Lost and Found	
MEMBERSHIP	4-7
Making a Difference	
General Membership Benefits	
Classic Membership	
Dynamic Membership	
PlayhousePass Membership	
Red Carpet, Premier, Spotlight And Backstage	
Society Memberships	
Membership Add-On Donations and Benefits	
TICKETING GUIDELINES	8-9
Ticket Exchanges	
Ticket Delivery	
Lost or Forgotten Tickets	
Missed Performance Benefit	
Refunds and Cancelled Performances	
Group Services (10+)	
Playhouse Gift Certificates	
ACCESSIBILITY	10
Patrons with Disabilities	
Accessible Seat Locations	
Assisted-Listening Devices	
Extra Space Seating	
Open Caption Performances	
ATTENDANCE POLICIES	11
Late Arrivals	
Age Restrictions	
Production Advisory	
Theater Courtesy	
Security	
SEATING CHART	12-13
PLAN YOUR VISIT	14-15
Location and Map	
Parking	
Public Transportation	
Restrooms	
Dining	

THANK YOU AND WELCOME

Thank you for being 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
Phone: 626-356-7529

Box Office Hours:
Tuesday-Saturday 12 PM–6 PM
Sunday 12 PM–4 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

For inquiries about lost items, please call Patron Services at 626-356-7529 or visit the Box Office during normal business hours.

MEMBERSHIP

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 efforts and growing education programs, providing free tickets to thousands of people each year and ensuring everyone is able to experience the power of live theater. Thank you for your support.

GENERAL MEMBERSHIP BENEFITS

Your Membership is the best way to see Playhouse productions, gain access to exclusive events, and receive VIP treatment, 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. Whether you have a Classic Membership, Dynamic Membership, or a PlayhousePass, you are eligible for the following benefits:

- Priority access and discounted tickets to all of our productions, whether you pay up front or as you go.
- Additional discounts for you and your guests on tickets to all Mainstage productions or add-on performances.
- Free unlimited ticket exchanges.
- All ticketing and handling fees waived.
- Free access to behind-the-scenes events.
- Invitations to Members-only events.
- Discounts to Playhouse education programs and classes.

CLASSIC MEMBERSHIP

The Classic Membership is a traditional theater subscription in which you purchase the entire season of Mainstage productions at once and receive the same seating location every time you attend. As noted above in general benefits, you can exchange your tickets for free at any time as your schedule changes. Please note, if you exchange your

tickets and your package seats are not available for the performance selected, we will seat you in the best available seats at the time of the exchange. Your tickets will be sent to you throughout the year prior to the booking period, enabling you to exchange your seats before individual tickets are on sale.

DYNAMIC MEMBERSHIP

With the Dynamic Membership, you prepay to receive access to all the Mainstage productions in the season for which you are a Member. Your tickets can be booked throughout the year during the Exclusive Member Booking Period. We will reach out to you via email 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 receive per production is determined by your Membership purchase (Individual, Dual or Quad). Membership tickets are not transferable between season productions and may only be redeemed as allotted.

HOW TO BOOK YOUR DYNAMIC TICKETS:

- Navigate to pasadenaplayhouse.org.
- Sign in to your account using your associated email address.
- Go to the calendar to select your preferred performance date and time for any production available for Member booking.
- Select 'Orchestra' or 'Mezzanine'.
- From the seat map, click any available seat in the theater (yes, including premium seats) and select 'Member Ticket - \$0.00' as the ticket type. Repeat this step if your Membership is Dual or Quad.
- Once the seats are selected, click 'Add to Cart' towards the bottom of the page and then continue the checkout process to complete your order (and remember to double check your dates).

PLAYHOUSEPASS MEMBERSHIP

After your initial purchase of a PlayhousePass for \$150, you gain access to the benefits listed above in the **General Membership Benefits** section. The PlayhousePass gives you access to the best seats in the house that are available when booking, and these tickets will never cost you more than \$65. Your tickets can be purchased throughout the year during the Exclusive Member Booking Period. We will reach out to you via email and let you know when it is time to book. At that time, you can purchase your tickets by phone, online, or in person. Please see **Pasadena Playhouse Contact Information** on page 3 for details

HOW TO BOOK YOUR PLAYHOUSEPASS TICKETS:

- Navigate to pasadenaplayhouse.org.
- Sign in to your account using your associated email address.
- Go to the calendar to select your preferred performance date and time for any production available for Member booking.
- Select 'Orchestra' or 'Mezzanine'.
- From the seat map, click any available seat in the theater (yes, including premium seats) and select the Pass Discount price ticket type.
- Once the seats are selected, click 'Add to Cart' towards the bottom of the page and then continue the checkout process to complete your order (and remember to double check your dates).

RED CARPET, PREMIER, SPOTLIGHT, AND BACKSTAGE SOCIETY MEMBERSHIPS

These packages are the most significant ways you can support Pasadena Playhouse and our arts community as Members. In addition to the benefits listed in the **General Member Benefits** sections above, these levels of support provide you with the most comprehensive access to the art and the artists of the Playhouse, including:

- Tickets to Opening Night performances and VIP receptions for Mainstage productions.
- Invitations to exclusive behind-the-scenes events
- Concierge ticket booking services.
- Program recognition.
- **FREE** parking passes, and more.

For more details on how to access your benefits, please contact our Development Department at 626-204-7381.

MEMBERSHIP ADD-ON DONATIONS AND BENEFITS

Enhance your experience by making a tax-deductible donation today and enjoy access to award-winning benefits with a premium Membership this season. Donors who contribute \$500+ are recognized on our website and digital programs, and are provided with five free parking passes — in addition to enjoying benefits like priority access to all of our productions. By donating \$1,000 or more, you will also receive tickets to two Opening Night Performances and two Opening Night Dinners.

To make a donation today or find out about additional benefits for Red Carpet, Premier, Spotlight, or Backstage Society Members please contact Matt Tornero at 626-204-7381 or mtornero@pasadenaplayhouse.org.

TICKETING GUIDELINES

TICKET EXCHANGES

Members have access to unlimited free ticket exchanges. To exchange your Membership ticket(s), please call Patron Services, email boxoffice@pasadenaplayhouse.org, or visit the Box Office. Please note, tickets **cannot** be exchanged online. For unused tickets past the performance date, please see the **Missed Performance Policy** on this page.

TICKET 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 for replacements. If you have forgotten your tickets, please visit the Box Office with a valid photo ID to be issued replacement tickets before the performance.

MISSED PERFORMANCE BENEFIT

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 assigned the best available seats. **Missed performance tickets are subject to availability and cannot be exchanged into another performance or seating location.**

REFUND AND CANCELED PERFORMANCE POLICY

All individual ticket and Membership purchases are final sale.

In the event of a canceled performance, the following accommodations will be made:

For Classic Membership tickets, PlayhousePass tickets, and individual tickets purchased separately, a refund will be credited to your original payment method, if paid for by credit card. If you paid by cash or check, a refund check will be issued.

Dynamic Members will be able to rebook their free Membership tickets for an alternative date within the production run by calling Patron Services.

GROUP SERVICES (10+)

To arrange a memorable experience at the Playhouse for your group of 10+, please contact Patron Services. Tickets are limited, so be sure to plan early.

Email boxoffice@pasadenaplayhouse.org or call 626-356-7529 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 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.

ACCESSIBLE SEAT LOCATIONS

Accessible seating, including wheelchair spaces, wheelchair transferable seats, and their companion seats, can be booked on our website or by calling Patron Services. If your accessibility needs change after you have booked your ticket(s), please contact Patron Services before the show. Ushers cannot physically assist patrons into or out of theater seats, wheelchairs, or vehicles. Service animals are welcome at Pasadena Playhouse. **Accessible seating is available on the orchestra level only.**

ASSISTED-LISTENING DEVICES

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

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.

OPEN CAPTION PERFORMANCES

The Third Sunday Matinee performance for every Mainstage Pasadena Playhouse production offers open captioning for our audience. These performances are designed for patrons who are deaf or hard of hearing. If you require the Open Caption Package and seating location, please contact Patron Services. Pasadena Playhouse Contact Information can be found on page 3.

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 House Management. House Management will direct you to available seats that may not be the original seats you purchased. For the convenience of latecomers, the performance in progress may be viewed and heard on monitors in the lobby.

AGE RESTRICTIONS

No child under the age of five 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 noisy or 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.

SEATING CHART

- PRIME SEATING
- REGULAR SEATING
- ♿ WHEELCHAIR
- ⊙ COMPANION
- ⦿ REMOVABLE

MEZZANINE – 2ND FLOOR

Row AA is above Orchestra Row M

Please note there is no center aisle.

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 04 05 06 07 08 09 10	19 20 21 22 23 24 25 26 27 C ♿	R
Q	♿ C 04 05 06 07 08 09 10	19 20 21 22 23 24 25 26 27 C ♿	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

STAGE LEFT

STAGE RIGHT

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 AM–11 PM

Saturday-Sunday 10 AM–11 PM

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 PM Monday-Saturday and all day on
Sundays. Please refer to posted parking signs.

PUBLIC TRANSPORTATION

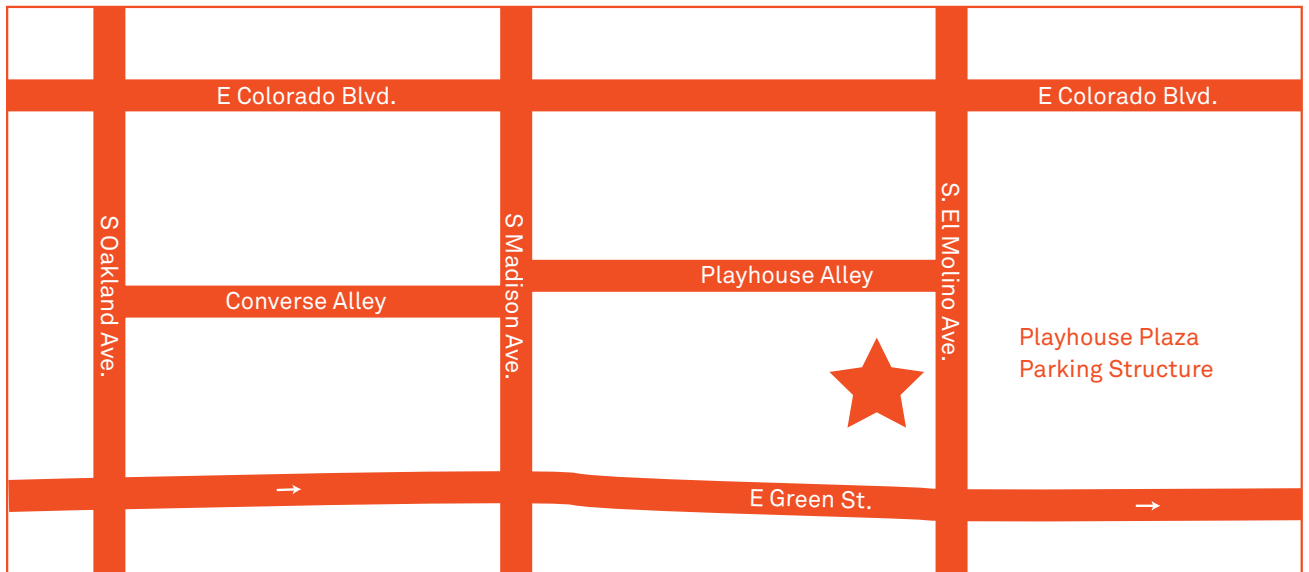
We are conveniently located near the Metro
Rail Gold Line Lake Street station, and many
Los Angeles Metro and Pasadena ARTS Bus
lines. Please visit metro.net or cityofpasadena.net/transportation for more information.

RESTROOMS

Restrooms, including accessible facilities, are
available in the Pasadena Playhouse lobby
starting 45 minutes before each performance.
We invite you to use whichever restroom you
are comfortable using. We offer all-gender
restrooms upstairs in the Carrie Hamilton
lobby. Public restrooms are also available
in the lobby of the Playhouse Plaza directly
across the street from Pasadena Playhouse.

DINING

For a list of dining options in the
surrounding area, visit us online at
pasadenaplayhouse.org/visit.



CONTACT INFORMATION

PATRON SERVICES
39 S. El Molino Avenue
Pasadena, CA 91101


Email: boxoffice@pasadenaplayhouse.org
Phone: 626-356-7529


Box Office Hours:
Tuesday-Saturday 12 PM–6 PM
Sunday 12 PM–4 PM

On performance days, the Box Office windows will remain open 15 minutes after the show begins.


Please note hours are subject to change due to observed holidays.

DON'T FORGET TO FOLLOW US:

 /pasadenaplayhouse

 @pasadenaplayhouse

 @pasplayhouse

 @pasadenaplayhouse

Share your Member experience using
#playhousemember

