

MEMBER GUIDE

CONTACT INFORMATION

PATRON SERVICES

39 S. El Molino Avenue | Pasadena, CA 91101

Email: boxoffice@pasadenaplayhouse.org

Phone: 626-356-7529

Patron Services Hours

(in person at the Box Office or by phone):

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 during normal business hours.

All lost and found items are held for 30 days.

TICKETING GUIDELINES

TICKET EXCHANGES

Members have access to unlimited free ticket exchanges. To exchange your Membership ticket(s), please contact Patron Services by phone or email, or visit the Box Office. Tickets **cannot** be exchanged online.

TICKET DELIVERY OPTIONS

Digital Tickets: To access your Digital Ticket Wallet, use the same email address and password associated with your Pasadena Playhouse account and log-in to mytickets.pasadenaplayhouse.org.

Inside your Digital Ticket Wallet, you'll be able to easily share tickets with friends and add tickets to your Apple Wallet. Don't forget to bookmark your Digital Ticket Wallet in your mobile phone browser to quickly access your tickets at the theater.

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.

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. **Missed performance tickets are subject to availability and cannot be exchanged into another performance or seating location.**

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

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.

SEATING CHART

-  WHEELCHAIR
-  COMPANION
-  REMOVABLE









***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 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

ACCESSIBILITY

Pasadena Playhouse is committed to making theater accessible to all patrons. For more information regarding accommodations and services, please contact Patron Services before your visit so we can help ensure your comfort and enjoyment. pasadenaplayhouse.org/visit/#accessibility

ACCESS PERFORMANCES

Open Captioning

Open Captioning performances are designed for patrons who are deaf or hard of hearing. Audience members requesting open captioning are seated in view of a video screen with text descriptions synchronized to the onstage action.

Audio Description

Audio description services are designed for patrons who are blind or have low vision and include verbal descriptions of actions, costumes, scenery, and other visual elements of the production. Guests may request a listening device to hear live audio descriptions.

PLAN YOUR VISIT

LOCATION

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

PARKING

Playhouse Plaza Parking Structure

Entrance is located on S. 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 626-586-3832

Pasadena Playhouse does not validate parking.

PUBLIC TRANSPORTATION

We are conveniently located near the Metro Rail A 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.

DINING

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



CODE OF CONDUCT

Pasadena Playhouse is committed to providing a welcoming and inclusive environment where everyone can enjoy and appreciate the arts. To ensure that everyone in the Playhouse community has a positive experience, we ask that you adhere to the Code of Conduct: pasadenaplayhouse.org/visit/#conduct

DON'T FORGET TO FOLLOW US ON:



/pasadenaplayhouse



@pasadenaplayhouse



@pasplayhouse



@pasadenaplayhouse