

**Phone**

(506) 674-4100

1-800-323-SHOW (7469)

**Email**

boxoffice@imperialtheatre.ca

**Box Office Hours**

Monday to Friday: Noon to 5pm

Saturday & Sunday: Closed

On weekends, the Box Office will open 2 hours prior to showtime.

On weekdays, the Box Office is open until the start of the performance.

**Address**

12 King Square South

Saint John, New Brunswick

E2L 5B8

**Children & Babes in Arms:**

There is nothing better than seeing children enjoying a show, and Imperial Theatre is committed to enriching the lives of young people through the performing arts. However, not all performances are equally suitable for children, and we encourage parents and caregivers to inquire in advance. For most adult performances, all patrons including children are expected to remain quietly in their seats throughout. Should a caregiver and child need to leave a performance, they are welcome to relax in our lobbies.

Babies may be held for the duration of a performance and do not require a ticket. Each person older than one year must have a valid ticket to enter, and have a seat to themselves as per our fire code.

**Age Groups & Special Pricing**

Some, but not all events, have special pricing for young people. Age groups for ticketing purposes are as follows:

*Baby: 1 & Under*

*Child: 12 & Under*

*Youth: 18 & Under*

*Senior: 65 & Over*

*Student: valid student ID (inclusive of students of all ages, from preschool to post-secondary)*

**Mailing:** Tickets can be mailed for a fee of \$4.00 per order. Tickets will be mailed within one week's time, but Imperial Theatre can make no guarantee of arrival date.

**Mature Content:** Unless otherwise stated, performances tend to be appropriate for most ages. Some events may be restricted to ages 18+ for mature content – this will be indicated on the event page on our website. Films will have ratings/content warnings noted online and/or at the door as available.

### **Returns & Exchanges**

- **Refunds:** Tickets are non-refundable. If a show is cancelled, ticket holders will be refunded via the original form of payment. If a show is rescheduled, ticket holders will have the option to request a refund.
- **Exchanges:** Tickets can be exchanged before the performance date for a different production. A \$5.00 exchange fee per order will apply. Any difference in ticket price will be charged if upgrading to a more expensive event or seat.
- **Returns:** Tickets may be returned to the Box Office for a box office credit no later than 24 hours before the performance, less a \$5.00 return fee per order. This credit does not expire, and may only be used for purchases at the Box Office.

**Weather:** Under most circumstances, performances are not cancelled due to weather. If the performer is able, the show will proceed accordingly. Should extreme weather create impassable conditions, Imperial Theatre may extend the "return window" and allow tickets to be returned for a box office credit until 2 hours before the performance. (If the performance is on a weekend, this may be extended until 1 hour before the performance.) No refunds will be provided unless the show is cancelled. In the event that a show must be cancelled, all ticket holders will be notified via email or phone as soon as possible, and a refund will be provided via the original form of payment.