



Box Office Policies

General Information:

- All ticket sales are final. There are no refunds.
- Every person, regardless of age, must have a ticket to enter the theatre.
- All tickets must be paid-in-full at the time of purchase

Kids Who Care's Ticket Rates:

Adults (Ages 16+) - \$18

Kids (Ages 0-15) - \$15

*Group Tickets for parties of 12 or more - \$12

(To qualify for the Group Ticket Rate, all tickets must be purchased in one transaction and under one person's name.)

Special Event Ticket Prices will vary.

Purchasing Tickets:

Online

- Tickets are available for purchase online via ShowTix4u.com which can be linked to from the Event Calendar on the Kids Who Care Website (kidswhocare.org).
- If you have trouble using the ShowTix4u Website, you can contact their help desk at 1-866-967-8167 or by emailing tickets@showtix4u.com.
ShowTix4u Office Hours are 9:00 am – 5:00 pm PST

By Phone

- Please call the Kids Who Care Box Office between the hours of 9:00 am - 5:00 pm CST Monday-Friday at 817-737-5437 for additional assistance.

Walk-Up Purchase

- Tickets may be purchased in person at the Kids Who Care Box Office beginning one hour prior to curtain.
- Please visit the Kids Who Care Administrative Offices (1300 Gendy Street; Fort Worth, TX 76107) between the hours of 9:00 am - 5:00 pm CST Monday-Friday.

Exchanges:

Tickets cannot be exchanged after your original performance time has passed. Please call the Kids Who Care Box Office between the hours of 9:00 am - 5:00 pm CST Monday-Friday at 817-737-5437 at least 48 hours prior to your originally scheduled performance (date printed on the tickets). All exchanges are subject to seating availability at the time of the exchange & Management discretion. Tickets may only be exchanged for an alternate performance time of the same production.

Ticket Donations:

All ticket sales are final. There are no refunds. In the event you are unable to use your tickets, you can exchange them for a future performance of the same production (see above) or donate your tickets back to Kids Who Care.

Late Seating:

Latecomers will be seated at the earliest appropriate pause or during intermission. Please check the date and time on your tickets prior to the show and allow ample time for traffic, parking, weather and any possible delays. Please visit the restrooms before the performance begins and/or at intermission. In the event that you must leave your seat, you will not be re-seated until the next appropriate break in the performance.

In case of inclement weather:

Tickets are purchased at risk in case of inclement weather. There are no refunds or exchanges of tickets due to inclement weather after the performance has taken place. Please visit the Kids Who Care Facebook Page or Twitter Feed for up to the minute weather delay or cancelation information.

If you require special seating or other assistance:

Please call the Kids Who Care Box Office between the hours of 9:00 am – 5:00 pm CST Monday-Friday at 817-737-5437 at least 48 hours prior to the performance for assistance, including information about a particular performance.