

Phones, Beepers and Watch Alarms

A ringing phone or beeper distracts both audience members and actors. Please be sure to turn off your watch alarm, beeper and/or cell phone.

Young Children and Babies

We offer summer musical and drama presentations by and for young audiences. Most mainstage productions are not appropriate for children under the age of 5. Family members must have a ticket, sit in a seat, and be able to sit quietly throughout the entire performance. If you would like to know more about the content or tone of a play, please call the Box Office.

Wheelchair Access

If you use a wheelchair, please advise us at the time of your order so that we may arrange special seating. The performance auditorium is wheelchair accessible, however restrooms are only accessible via stairs at this time. We have future plans to install an elevator and are seeking funding to support this effort. If you would like to contribute, please call 805.667.2912, ext. 237.

Volunteer Opportunities

Join our volunteer auxiliary! Lend your support to Rubicon by helping to fundraise, usher, work in the box office or administrative offices, or provide artist hospitality. Receive invitations to attend quarterly luncheons where you hear special sneak previews of upcoming shows and enjoy entertainment by Rubicon artists and musicians. For membership information, call 805.667.2912, ext. 239

Box Office

For subscription or single ticket service, discounted group sales, gift certificates and general program information.

1006 E. Main Street in Ventura's Downtown Cultural District (Enter through the Laurel Street door. The Box Office is straight ahead at the bottom of the stairs.)

Phone: 805.667.2900 • Fax: 805.667.2903

Administration

For questions regarding casting, adult and children's acting classes and student programs, volunteer membership, special event information, or to make a contribution.

Phone: 805.667.2912 • Fax: 805.667.2904

Mailing and Street Address:

Rubicon Theatre Company
1006 E. Main Street
Ventura, CA 93001

General Email address:

boxoffice@rubicontheatre.org

For up-to-date information online:

www.rubicontheatre.org

Box Office Hours*

Tuesdays–Fridays: 10:00 a.m.–5:00 p.m.

Saturdays: 12:00 p.m.–5:00 p.m.

(Please enter quietly on Wednesdays and Saturdays as a performance may be in progress.)

*Additional Hours During Performance Weeks

Saturdays: 11:00 a.m.–12:00 p.m.

Sundays: 11:00 a.m.–1:00 p.m.

Mondays: 10:00 a.m.–5:00 p.m.

Will Call

Tickets for same day sales transfer to the Main Street entrance 45 minutes prior to curtain.

Subscriber Guide



RUBICON THEATRE COMPANY

Subscriber Benefits

Easy Ticket Exchange

Unable to attend your scheduled performance? As a subscriber you may exchange your tickets for another performance of the same show (subject to availability), provided your request is received at least 72 hours prior to your scheduled performance. There is no service charge for subscribers and no fee for exchanges to same or lesser-priced performances. A Subscriber Exchange Form is enclosed. Additional forms are available online at www.rubicontheatre.org under the box office menu. If you wish to exchange for a higher-priced performance, you simply pay the difference. Exchange tickets are subject to availability and are non-refundable.

Exchanging tickets is as easy as **1-2-3!**

1. In Person :

- Bring your tickets to the Rubicon Box Office during regular Box Office hours. Due to time restraints we cannot process exchanges at the Theatre entrance before performances, but you may drop off your torn tickets with the Subscriber Exchange Form and we will contact you the following business day.

2. By FAX :

- FAX your Exchange Form and a copy of your tickets torn in half lengthwise to us at 805.667.2903. Please include a phone number so we may confirm your exchange.

3. By Mail :

- Please mail your Exchange Form and your tickets at least 7 business days prior to the performance date to: Rubicon Theatre Company 1006 E. Main St., Ventura, CA 93001.

Single Ticket Savings

Subscribers receive 20% off the purchase of additional tickets for friends, family members, business associates and others (subject to availability at the time of the request). Many shows sell out in advance—so please call early and mention that you are a current subscriber.

Advance Notice of Special Events

There is always something happening at Rubicon Theatre! Subscribers receive periodic newsletters which include updates, interesting behind-the-scenes information and exclusive offers. If you have ordered tickets for friends, please call 805.667.2912, ext. 242 to provide us with contact information (names, addresses and e-mails) so your guests will also be “in-the-know”!

Lost Ticket Insurance

If you misplace your tickets, phone us or stop by the Box Office as soon as possible. We are happy to replace your tickets at no charge—another subscriber-only benefit!

Missed Performance

If, due to an emergency, you miss your scheduled performance and are unable to provide 72 hours notice, please call us. We will do our best to re-seat you for a later performance. A \$5 service charge per ticket applies.

Ticket Donations

With many sold-out performances, we must turn away audience members. If you are unable to attend and have not exchanged or given away your tickets, please consider dropping off or mailing your tickets to the Box Office. We will be happy to give you a tax-receipt for your contribution. Many teachers or students would be grateful to receive your donated tickets.

Curtain Time and Latecomers

Late seating may not be available at all performances. If you arrive late and there is a suitable pause onstage, the House Manager will seat you in the rear of the theatre. At intermission you may move to your reserved seats. If you know you are going to be delayed, consider using our “Missed Performance” benefit above.

ASL-Interpreted and Audio-Described Performances

Rubicon offers American Sign Language–interpreted performances for the deaf or hard of hearing on select Friday evenings and audio–described performances for patrons who are visually impaired on select Sunday matinees (see Subscriptions Series grid enclosed). For more information, please call the Box Office.

Assisted Listening Headsets

Our listening enhancement headsets amplify the sound from the stage and may be used from any seat. Check out a free headset (subject to availability) through the House Manager in the lobby. You will be asked to leave a form of identification with us during the performance.

The use of a hearing aid in combination with the headset creates feedback that is disturbing to your fellow audience members. If you wear a hearing aid, please be sure to turn it off when using a headset.

Parking

Currently, we do not have a parking lot, but are working on plans to remedy the problem. If you would like to make a donation towards building a parking lot, please call 805.667.2912, ext. 237. Street parking is available, usually within a 2-block radius. We recommend that you arrive early for parking.