

Ticketing Terms and Conditions

Before purchasing tickets, please carefully review the Terms and Conditions of Sale.

The following terms and conditions apply to all ticket orders for events ordered from the Granville Arts Center Box Office (hereafter referred to as GAC Box Office). By submitting your order you agree to these terms and conditions. Please note: due to the nature of live theatrical bookings, programs, dates and times are subject to change.

Review your event, date and seating area selection carefully before submitting your order. All sales are final. There are no refunds or exchanges. Your order is subject to acceptance by GAC Box Office. Please verify your phone number and all other information on your order is correct before submitting as you may be contacted should questions arise. If any detail of your order is incorrect, please contact the GAC Box Office immediately at 972-205-2790. GAC will not be responsible for any discrepancies if you do not contact the box office within 24 hours after receiving your tickets.

All tickets will be held at Will Call, which opens at all venues one hour prior to each performance and remains open until the performance begins. You may pick up your tickets in advance at the GAC Box Office Monday through Friday, 10 am – 4 pm.

Special services are available for persons with disabilities. Please specify your needs when ordering tickets.

Note: Occasionally, individual productions may have recommended age limits. It is always up to the parents/guardian to make the determination if an event is age appropriate for his/her charge. No refunds.

Customer Service is available Mon-Fri, 10 am – 4 pm by:

- 1) Phone: 972-205-2790
- 2) In person: at the Granville Arts Center Box Office, 300 N. Fifth Street, Garland, Texas 75040
- 3) By e-mail: arts@garlandtx.gov

Ticket agents are available in the ticket office two hours prior to show time, for your convenience.

Discounted tickets are available with promotion codes on a production-by-production basis and are not available for all performances.

Granville Arts Center is not responsible for lost or stolen tickets.

It is unlawful to reproduce any tickets in any form. In the event of reproduction, GAC reserves the right to refuse entry to the original purchaser as well as any person attempting to attend a performance with reproduced tickets.

Computer system failure or error shall not be the responsibility of the Granville Arts Center.

GAC reserves the right to refuse admission or reject any person whose conduct is deemed disorderly or hazardous to others or who fails to comply with the terms and conditions herein. Any such refusal or ejection may be without the refund of any portion of the ticket purchase price. GAC reserves the right to add or change rules.

Granville Arts Center does not guarantee a refund or exchange on tickets in the event of the cancellation of a performance or production. The producing organization holds all responsibility, and refunds and exchanges shall be according to the producing organization's terms and conditions.

Granville Arts Center does not guarantee a refund or exchange on tickets purchased for a performance that is cancelled, or is rescheduled as a result of "force majeure." "Force majeure" means any event which GAC could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside GAC control. In the event of a cancellation or rescheduling due to force majeure, GAC will accommodate you at subsequent shows when possible.