



A Contemporary Theatre

## Frequently Asked Questions about the ACTPass

### **What does “all you can see” mean?**

For one monthly fee, you can see as much or as little as you want of ACT’s Mainstage and ACTLab productions.

### **So I don’t have to pay for a ticket to each show, it is just included in my monthly fee?**

Correct, your monthly fee covers it, no additional ticket charges apply. It really is an “all you can see buffet” of entertainment!

### **I really don’t need a ticket, I can just go in?**

You do not need to *purchase* any tickets—however, you do need to *reserve* a seat to every show of your choice (in advance or just before the show), and you will need to pick up your ticket(s) at Will Call. Simply show your ACTPass card and pick up your tickets. No additional ticket charges apply.

### **So how do I reserve seats to shows?**

You may reserve seats to a show online by logging into your account and choosing a performance just like you’d buy a ticket. You can also reserve by emailing us at [members@acttheatre.org](mailto:members@acttheatre.org), by calling our Ticket Office at 206.292.7676, or by visiting us at 7th and Union in Downtown Seattle.

### **But I’m not guaranteed a seat?**

You are guaranteed admission to ACT-produced shows (Mainstage and ACTLab productions), unless the show you choose is sold out, in which case we will help you find a show with seats available.

### **What’s the ACTPass card for?**

The ACTPass is your unique Monthly Member ID card featuring your Member Number. You can use it for reserving tickets online or when contacting our Ticket agents to reserve seats. You also show your ACTPass when picking up tickets at Will Call for the shows you attend, as well as at concessions and participating businesses to redeem your discount. (The current list is always posted on the Members Only page on [acttheatre.org](http://acttheatre.org).)

### **May I exchange my tickets for another night?**

Yes! As an ACTPass Monthly Member, you are entitled to free ticket exchanges, pending availability. Please try to make the exchange at least 24 hours prior to the performance you are exchanging.

**How do you collect my monthly fee?**

We auto bill your credit card on the 1st or 15th of every month, depending on when your Membership is activated.

**Are there any other fees to get started?**

There is no initiation or processing fee, however, ACTPass Members agree to a minimum of three months of Membership.

**Why do I have to provide you with an email address?**

All of our communications to you about upcoming shows, additional offers, added benefits, and Member updates and changes are sent via email. This allows us to communicate to you in real-time and saves on paper waste. It is the best way to keep you in the know about your Membership, enabling you to maximize the full benefits offered to you.

**Is *A Christmas Carol* offered as part of the ACTPass Membership?**

As an ACTPass Member, you will receive an exclusive discount to select performances of our annual holiday production of *A Christmas Carol*. The 2016 dates are Dec 1, 2, 3, and 9.

**If I want to bring my friends how much will their tickets be?**

Friends of ACTPass Members receive up to 50% off the regular adult price tickets (to shows included in Membership) when they attend with you. This does not apply to *A Christmas Carol* or other shows not included in Membership. If you frequently bring a friend, you might consider the Dual Membership.

**What if I want to see the show a second time?**

You can see a show as many times as you want, pending seat availability on the day of the show. Simply email us at [members@acttheatre.org](mailto:members@acttheatre.org) or contact our Ticket Office to check availability, 206.292.7676.

*Please note: Repeat attendance may only be reserved on the same day as the show you want to see again.*

**Have an additional question? We're here to help! Please contact us at [members@acttheatre.org](mailto:members@acttheatre.org) or 206.292.7676, and we'll be happy to assist you.**

**Ticket Office Hours:** 12:00pm-6:00pm, Tuesday-Sunday | Closed Mondays and major holidays  
*All shows, dates, venues, prices, and benefits subject to change.*