



TICKET POLICY

Tickets are non-refundable.

If a performance is cancelled, re-scheduled or postponed you will be able to obtain a refund or credit. If the performance is re-scheduled or postponed a 30 day refund window will open starting the day of the announcement.

Tickets can only be exchanged for another performance of the same event.

Requests for ticket exchanges will be accepted up to 72 hours prior to the performance date of the ticket you are holding.

All ticket holders voluntarily assume all risks and dangers incidental to any event for which a ticket is issued and waives all claims against the ticket issuer, the event sponsor, the event presenter or owner of the facility whether or not such claims arise from negligence of any of the stated parties.

SPECIAL NEEDS

Please advise the Box Office of any special seating needs when ordering your tickets. Wheelchair seating is available and must be purchased over the phone or in person.

Please note, we are a fragrance-free building; perfume, cologne and other fragrances can cause respiratory difficulties for our patrons, clients, and staff.

PERFORMANCES

Please confirm dates and times with the Box Office at the time of purchase. There is no admittance to the Charlie White Theatre without a ticket.

Programme and prices are subject to change without notice.

Babes-in-arms are not permitted in the theatre for adult performances. For approved performances, children 2 years of age and older are required to purchase a ticket.

Latecomers and those who exit during the performance will be seated at the discretion of the MWC Front of House Volunteer.

No photography, or videography is permitted unless authorized by Theatre staff. Please turn off cell phones and electronic devices while in the Theatre.

No outside food or drink in the Theatre.

Free parking for our patrons on a first come first served basis.

The Mary Winspear Centre reserves the right to refuse admission.

All patrons attending an event at the theatre may be subject to screening by trained security personnel. This may include, but is not limited to a visual inspection or a bag inspection.

There is zero tolerance for the use of outside alcohol or drugs.

The Mary Winspear Centre has a licensed bar and concession open before performances and during intermission. Mary Winspear Centre reserves the right to refuse alcohol service at anytime.

Camera, audio and visual recording equipment is prohibited.

Dancing is not permitted in the theatre unless specifically allowed for certain performances by theatre staff.

Violence, aggression, or abusive behaviour to patrons, volunteers or staff will not be tolerated.