

TADA! Youth Theater Audience Policies & FAQ

TADA! is excited to welcome families back to our theater this year! The safety of our audience members, cast, crew, and staff is our top priority as we head back to the theater. Please review our updated Audience Policies & FAQ including our COVID-19 guidelines below before purchasing tickets to one of our productions. These policies and procedures will ensure all families that enjoy a TADA! production will do so in a safe environment.

COVID-19 POLICY:

● **VACCINATION:**

- All audience members age 5+ must be symptom free and fully vaccinated to enter. At the door, we'll ask you to show proof of 2 shots (Moderna or Pfizer) or 1 shot (Johnson & Johnson) along with your photo ID (ages 5-18 do not need to include a photo ID). Acceptable proof of vaccination is one of the following:
 - [CDC Vaccination Card](#). A photo or photocopy of this card is also acceptable.
 - [NYC Vaccination Record](#) or other official immunization record from within or outside the U.S., including from your healthcare provider. A photo or photocopy of this card is also acceptable. If you are unable to get this record, **call 311**.
 - NYC COVID Safe App: [Android](#) | [iOS](#). You can upload to this app a photo of your CDC vaccination card or other official record, along with your photo ID.
 - [Excelsior Pass](#) (or Excelsior Pass Plus). To use this app, you will need the phone number or email address associated with your NYC vaccination record. If you are unable to use this app, try one of the other options listed above.
- All audience members under the age of 5 are permitted to attend our performances as long as they are symptom free. No testing required.

Please note: A negative test result will not be accepted in place of vaccination.

● **MASKS:**

- All audience members age 2+ are required to wear a mask at all times that fits over their mouth and nose.

● **TEMPERATURE CHECKS:**

- All audience members will be required to have their temperature taken upon arrival.
 - If you have a temperature of 100 or more you will not be permitted to attend the performance.

● **ADDITIONAL SAFETY PROTOCOLS:**

- All cast, crew, and TADA! staff are fully vaccinated.
- The theater, lobby, and bathrooms will be cleaned and sanitized before and after every performance.
- The lobby will open to the public 30 minutes prior to the performance. Please do not arrive any earlier.
- There will be no concessions sold, and food and drinks will be prohibited in the lobby and theater.

Not feeling well? Please stay home. Don't come to the theater if you've had symptoms of COVID-19 in the past 7 days, have tested positive for COVID-19 within the past 7 days, or have been in contact with someone with COVID-19 in the past 7 days

Guests who choose not to follow the rules will be asked to leave the venue without a ticket refund.

We will continue to monitor, follow, and comply with the NYC.gov regulations and update our policy as we navigate the pandemic. We will reach out the week prior to your performance if we make any additional changes to our policies. Thank you for your understanding and support at this time. If you have any questions or concerns, please contact info@tadatheater.com

FREQUENTLY ASKED QUESTIONS?

What is the run time of the show?

- The run time of *Wide-awake Jake* is approximately 50 minutes.

What age range is the show appropriate for?

- All of our TADA! shows are for family audiences. The production of *Wide-awake Jake* is appropriate for ages 2 - 102. Regardless of age, everyone attending a performance will need to purchase a ticket.

How much are tickets?

- Everyone must have a ticket regardless of age. Our three ticket options available are:
 - Adult tickets: \$30
 - Child (under 16): \$15.
 - Pay-what-you-can
 - TADA! is committed to making our productions accessible to all. We are introducing a pay-what-you-can ticketing model at TADA!, ensuring that anyone interested in seeing our award-winning productions can attend. (minimum ticket price \$1)

**If you can afford to, please consider making a donation at checkout to help cover the cost of our pay-what-you-can ticket buyers.*

How do we purchase tickets?

- To purchase your tickets or to reserve your pay-what-you-can tickets please visit our [website](#). For pay-what-you-can reservations you will not be required to pay anything up front. However, please arrive at the theater with cash for the tickets purchased based on what you can afford.
- We prefer you purchase tickets ahead of time online. However, you will be permitted to purchase tickets at the door.

What time does the lobby open?

- The lobby opens 30 minutes before performance start time. Due to additional safety precautions, we will not permit anyone in the lobby any earlier.
 - 2:00PM performances - opens at 1:30PM
 - 4:30PM performances - opens at 4:00PM
 - 7PM performances - opens at 6:30PM

I'm booking my tickets separately from another family, but we would like to sit together. How does seating work?

- Please include a note when making your reservation so our Box Office Manager will know to seat you with the other party. Once you go through the COVID check-in (e.g., temperature check, vaccination check, mask check, etc.) then you will head to the box office to pick up your tickets. At that time you will be asked for your reservation name(s) and number in your party.

Can I request bench seating for my child?

- Due to covid, we will not be offering bench seating for *Wide-awake Jake*.

What if we are sick and unable to attend the performance?

- If you are unable to attend the performance due to being sick we can offer you a credit to be used for the remainder of the production season which includes a spring show in May and a summer production in July.

What is your ticket refund policy?

- All ticket purchases are non-fundable. However, we are able to switch your tickets to other performance dates/times upon availability. If you need to switch your tickets, please email boxoffice@tadatheater.com with your reservation name, date, and time along with your requested new performance date and time.

What happens if TADA! needs to cancel a performance due to COVID?

- If TADA! cancels a performance, we will reach out to you with various options. Our hope would be to transfer you to another performance or offer you a credit for the remainder of the production season at no additional cost to you. If your schedule does not allow for that then we will give you a full refund that will show up on your credit card within 5-7 business day

Is your theater accessible?

- The entrance to the building has a ramp. Once in the building, you have the option to take the stairs or an elevator to the second floor.
- For audience members who cannot climb stairs, require aisle seating, or need wheelchair seating, please provide that information when you make your ticket reservation so we are prepared to provide a seamless experience for you.

Do you sell concessions?

- There will be no concessions sold, and food and drinks will be prohibited in the lobby and theater.

**For all ticket related inquiries or questions: boxoffice@tadatheater.com
Need day of performance assistance? Please call 212-252-1619 x5**

