

Standby Ticketing Policy for UH School of Theatre & Dance

Once shows are fully sold out online, the following standby policy goes into effect:

-Patrons can purchase standby tickets (**cash only**) from the box office window on a numbered, consecutive basis starting 60 minutes before curtain on the day of the show—first come, first served.

-After purchasing standby tickets, standby patrons should assemble in the theatre lobby no less than 30 minutes before the performance. An usher will line everyone up by the number on their tickets (i.e. the order in which the standby tickets were sold).

-At the exact minute the show is scheduled to start (ex. 8:00pm, 7:30pm, etc.), all unclaimed seats are released. The house manager should have a count of how many empty seats are left in the house. The house manager directs ushers to guide standby ticket-holding patrons into the house to fill the empty seats in order of the number on their ticket.

Please note:

-There is no guarantee that standby ticket holders will be seated with their entire party.

-Standby patrons must take whatever seats are available; no refunds are given if the standby patron does not like the available seats.

-Once all of the empty seats are filled, any unseated standby patrons can receive tickets for an alternate performance or a refund from the box office.

-Any regularly ticketed patrons who arrive as standby patrons are being allowed into the theatre are given priority seating over standby ticket holders.