

**Playhouse 2000, Inc.**  
**GENERAL POLICIES FOR**  
**THE KATHLEEN C. CAILLOUX**  
**CITY CENTER FOR THE PERFORMING ARTS**  
(Revised September, 2020)

**TICKET INFORMATION**

**To Purchase:**

The Cailloux Box Office is located at the front of The Cailloux Theater, 910 Main Street in Downtown Kerrville.

Tickets can be purchased in person at the Cailloux Box Office, online at [www.CaillouxPerformingArts.com](http://www.CaillouxPerformingArts.com), or by calling 830-896-9393.

**Cailloux Box Office Hours**

Monday - Friday: 10:00 am – 1:00 pm

Saturday: 10:00am – 3:00 pm

Cash, Check, Visa, MasterCard, Discover Card and American Express are accepted.

**Group Tickets**

Arrangements for groups of fifteen or more for all Playhouse 2000 presentations and many other (but not all) events can be made by contacting the Box Office (see contact info below) and providing the name of the show you wish to see, the date you wish to attend, and the number of tickets you need. Procedures and terms will be explained to you depending on those details.

**Wheelchair / Disabled Ticketing Policy**

Playhouse 2000 is committed to providing guests with a safe and enjoyable entertainment experience. If your visit to the Cailloux City Center will be enhanced by special accommodations for wheelchairs or other mobility impairments, we ask that you contact the box office in advance. Please note it is prohibited for anyone, other than those with a disability or the companion of one with a disability, to use tickets for disabled seating locations (unless the area has been released for general seating according to the procedure outlined below.)

Accessible seating is available in pairs that include one wheelchair (no permanent chair) seat and one (1) attendant seat. Additional seating for guests in the same party be purchased in the regular seating areas.

All tickets for accessible seating are sold on a first-come, first-serve basis at the theatre box office or by calling 830-896-9393. Please be sure to inform the Box Office representative of your seating needs when purchasing tickets. Accessible seating will be made available at the same range of prices available for that event.

Accessible seating that is not requested to accommodate patron needs will be released for general sale according to rules provided by the Americans With Disabilities Act. A complete description of that procedure is available upon request.

## **REFUND POLICIES**

### **Refund/Exchange Policy:**

All ticket purchases at the Cailloux City Center are final, and no refunds or exchanges are offered.

For some events, returned tickets can be converted to tax-deductible contribution. Please ask at the Box Office for details.

## **PATRON POLICIES**

### **Dress Code:**

There is no dress code at the theatre. For all performances, attire should be comfortable and appropriate for the occasion. The theatre is air conditioned during the summer months and heated in the winter.

### **Smoking:**

Smoking is prohibited in all areas of the Cailloux City Center at all times.

### **Cameras/Recording Devices:**

All use of video and audio recording devices is prohibited in the theatre unless otherwise stated in writing or specific permission has been granted. If you have any questions about your event, please inquire when purchasing your tickets.

### **Pagers/Cellular Phones:**

As a courtesy to other guests, we ask that all pagers and cellular phones be turned off in the theatre.

### **Late Seating Policy**

In the event that a patron cannot arrive at the beginning of the event, an usher can escort them to the nearest seat that will not interrupt other patron's enjoyment of the show in progress. If alternate seating is not available, the late patron must wait until an appropriate moment arrives in the show to be shown their seat, which may be during intermission.

### **Children & "Babes in Arms"**

We encourage parents to introduce their children to live performances as soon they think the child is ready for the experience. We expect that parents will take into account the subject and nature of the show in question; the age, maturity, and interest level of the child; and consideration due to other patrons seated near them.

The ticket pricing policy for young children will vary according to each show or event. Please check with the Cailloux Box Office for exact information. Most shows will require any child over one year old to have a ticket for admittance to the theatre, though there may be an allowance for "lap sitters."

### **Lost & Found**

If you have lost something while attending a show at the Theater, Please call the Cailloux Box Office at 830-896-9393 to inquire. The Box Office representative will check the lost and found to see if your lost item has been turned in. If leaving a message, please report the day, date, and your seat location, a return contact name and phone number and a detailed description of the lost item.

## **Weapons**

Unless statute(s) specifically override(s) this policy, guests, including law enforcement personnel not present in an official uniformed capacity, are prohibited from bringing weapons into the theater.

Weapons include, but are not limited to, the following: Firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, martial arts instruments, pepper spray, tear gas, knives with blades over 2” in length. Guests found in possession of the above-mentioned items will be asked to remove the item from the theater. Guests who refuse to comply will be ejected from the theater and may be subject to arrest.

## **Inclusion**

Playhouse 2000 and The Kathleen C. Cailloux City Center for the Performing Arts are dedicated to serving our entire community at all times. We specifically ensure that attendance and/or participation in all programs and events will be available to all members of our community without regard to race, creed, age, political affiliation, sexual orientation, gender identity or any other method of categorization.

Whenever possible, admission prices will be scaled to allow for attendance by patrons with limited financial ability, and participation in all activities will be made available regardless of ability to pay.

## **AMENITIES**

### **Restrooms:**

Restrooms are located in the lobbies of The Cailloux Theatre and the VK Garage Theater. All have stalls which are wheelchair accessible, and a specific accessible unisex restroom suitable for those who need an attendance and/or parents with small children is available in the lobby of The Cailloux Theater.

### **Concessions:**

Playhouse 2000 Volunteers and Staff offer concession for sale during many, but not all events. Proceeds from concession sales support general activities at the theatre. Offerings vary, but usually include soda, water, coffee, and sweet treats such as candy bars.

## **ACCESS**

### **Restroom Accessibility:**

The Cailloux Theater is equipped with two handicapped stalls in the women’s restroom, and 1 handicap-accessible stall in the men’s restroom, both of which can be accessed with no stairs. There is also a single bathroom with wider door and grab-bars located on the main floor of The Cailloux Theater near the men’s room.

The VK Garage Theater and Kit Werlein Annex restrooms are fully wheelchair accessible, with no stairs.

### **Seat Accessibility:**

There are multiple spaced designated for wheelchair accessibility (with no permanent seat) in three locations of The Cailloux Theater. Each location has an accompanying permanent seat for a companion.

For those who do not need a wheelchair, but benefit from eased access to seating, multiple locations on the aisles of Cailloux Theater have swing-out armrests. All of these require the ability to negotiate steps.

Wheelchair and other accessible seating is provided as needed in the VK Garage Theater, with no need to negotiate steps. Because seating in this theater is flexible, the locations will change regularly, and specific questions should be directed to the Box Office prior to each event.

### **Wheelchair Access to the Building:**

There are four wheelchair accessible entrances to the Cailloux Theater. The East side Entrances face the central parking lot off of Main Street and have direct access to the ramped sidewalk and the wheelchair ramp. The West side entrances have direct access from the small parking lot off of Washington Street. Arrangements for wheelchair seating should be made when ordering or purchasing tickets.

The VK Garage and Kit Werlein Annex are both fully wheelchair accessible with no stairways at any entrance.

### **Services for Sound Enhancement**

A limited number of events are supplemented with available listening assistance headsets, which are made available in the lobby on a first-come, first-served basis.

### **Services for Physically Challenged:**

Theatre representatives are available to meet physically challenged theatergoers in the lobby of the building to escort them to designated handicapped areas.

### **Services for the Hearing Impaired:**

Some events at both The Cailloux Theater and VK Garage Theater will include interpretation for the deaf and hard-of-hearing. Specific requests may be accommodated if possible. Inquiries are welcome.

### **Policy on Guide Dogs and Service Animals:**

Although animals are not permitted in the theatre, an exception is made for guide dogs and service animals. Please inform your ticket sales representative if any accommodations are required.