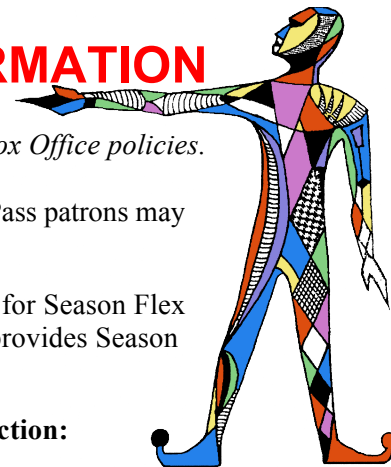


# IMPORTANT 2024 SEASON FLEX PASS INFORMATION



The following information will assist you with seat selection and provide you with important Box Office policies.

**Flexibility: You Choose the Date.** For each of our six regular productions in the season, Flex Pass patrons may choose to attend any evening or matinee performance after Opening Night.

**Box Office Opening Dates and Hours – for Season Flex Pass Patrons Only:** Seat selection for Season Flex Pass patrons will begin at **7:00 a.m.** on Saturday, 12 days before each production opens. This provides Season Flex Pass patrons **five** days of early access for preferred seat selection.

**Dates when seat selection will begin for Season Flex Pass Patrons before each 2024 production:**

1. Saturday, February 3 *You're A Good Man, Charlie Brown*
2. Saturday, March 23 *The Lost Boy*
3. Saturday, May 18 *Light Up The Sky*
4. Saturday, July 6 *Hello, Dolly!*
5. Saturday, August 31 *Murder On The Orient Express*
6. Saturday, November 2 *The Outsider*

## SEAT SELECTION INSTRUCTIONS - ONLINE OR BY PHONE

### OPTION 1: ONLINE SEAT SELECTION

**Getting Started.** Once the Box Office opens for each production, go to our website, [fslt.org](http://fslt.org). You'll see several links for buying tickets and selecting seats. Click on any one of the links and begin your seat selection for the upcoming performance.

**Please note the following information concerning your passcode.** Your email address and your passcode uniquely identify you in our system. If you purchased multiple Season Flex Passes in one transaction, the passcode is the same for all passes purchased in that transaction. Your passcode was provided in the email confirmation upon purchase. This passcode will automatically appear during your online seat selection process provided you have logged in using the same email address used to purchase your Season Flex Pass. If your passcode does not automatically appear, you will enter it manually to complete your seat selection. Contact our Box Office at 479-783-2966 (extn. 2) if you need assistance.

**Steps For Online Seat Selection.** The online steps are easy to follow, but for your reference, we've summarized them below.

Step 1: Choose Performance.

Step 2: Select seats. Hit confirm.

Step 3: Log in with the email address used to purchase your Season Flex Pass.

(The first time you log in, you will receive an email requiring confirmation to continue.

This is a one-time requirement to establish your identity in the ticketing system.)

Step 4: Customer Information. Update or confirm your info.

Step 5: Review Order and APPLY your passcode(s) to reset the price of your Season Flex Pass seats to \$0.00. Enter your credit card if buying additional tickets. Hit Complete Order.

Step 6: Flex Pass. Hit continue (this updates your Pass usage).

Step 7: Final Review. Hit complete.

Step 8: Print tickets or retain confirmation email on your phone to present to usher.

**Selecting Seats With Friends.** If you are arranging a group seating for friends who are Season Flex Pass patrons, you will need each of their passcodes at the time of making your online transaction. Using your credit card, you can also purchase seats for persons in your group who are not Season Flex Pass patrons. You may purchase one additional seat for each Season Flex Pass being used.

### OPTION 2: SELECTING YOUR SEATS BY CALLING THE BOX OFFICE

Once the Box Office opens for a production (see dates and times above), seat selection will be available. Patrons who do not wish to utilize the online option can call the Box Office at 479-783-2966 (extn. 2) and leave a message. During variable hours, a volunteer will return your call and fulfill your request for seats. The call may come from an unfamiliar phone number as volunteers often use their personal phone to return patron calls.

**Selecting Seats With Friends.** If you are arranging a group seating for friends who are Season Flex Pass patrons, please provide their passcodes at the time you call for seat selection. A Box Office volunteer can assist you with obtaining those codes if necessary. By providing your credit card information over the phone, you can also purchase seats for persons in your group who are not Season Flex Pass patrons. You may purchase one additional seat for each Season Flex Pass being used.

## POLICIES AND PROCEDURES

**Seat Tickets Checked By Ushers.** Seat tickets will be checked at both aisles by FSLT ushers. If you provided your email address, you can bypass the Box Office when you arrive and show your print-at-home seat ticket or your ticket confirmation on your phone to an usher. Alternately, go to the Box Office upon your arrival, pick up your seat ticket, then proceed to an usher.

**Attending An Opening Night Performance.** You can apply your Season Flex Pass toward the purchase of an Opening Night ticket for a particular performance. An additional fee of \$5-\$7 will be charged, payable by credit card. Please call our Box Office at 479-783-2966 (extn. 2) to request this special ticket upgrade.

**Online Order Fees Waived for Season Flex Pass Patrons.** Online orders will be subject to a processing fee of \$2.00 per order. This flat fee will apply regardless of the number of the tickets in the order. However, online order fees will be waived for purchases made by Season Flex Pass Patrons during the Flex Pass advanced seat selection period.

**Day Of Show Ticket Sales.** Advance ticket sales will conclude 1½ hours before curtain time. Tickets can also be purchased in the lobby when the doors open 45 minutes prior to the start of a performance.

**Exchanges.** Tickets may be exchanged for another performance of the same production, provided that seats are available, up to 1½ hours before the ticketed performance.

**No Refunds.** Except in the case of a cancelled performance, there are no refunds. However, your ticket can be used by a friend.

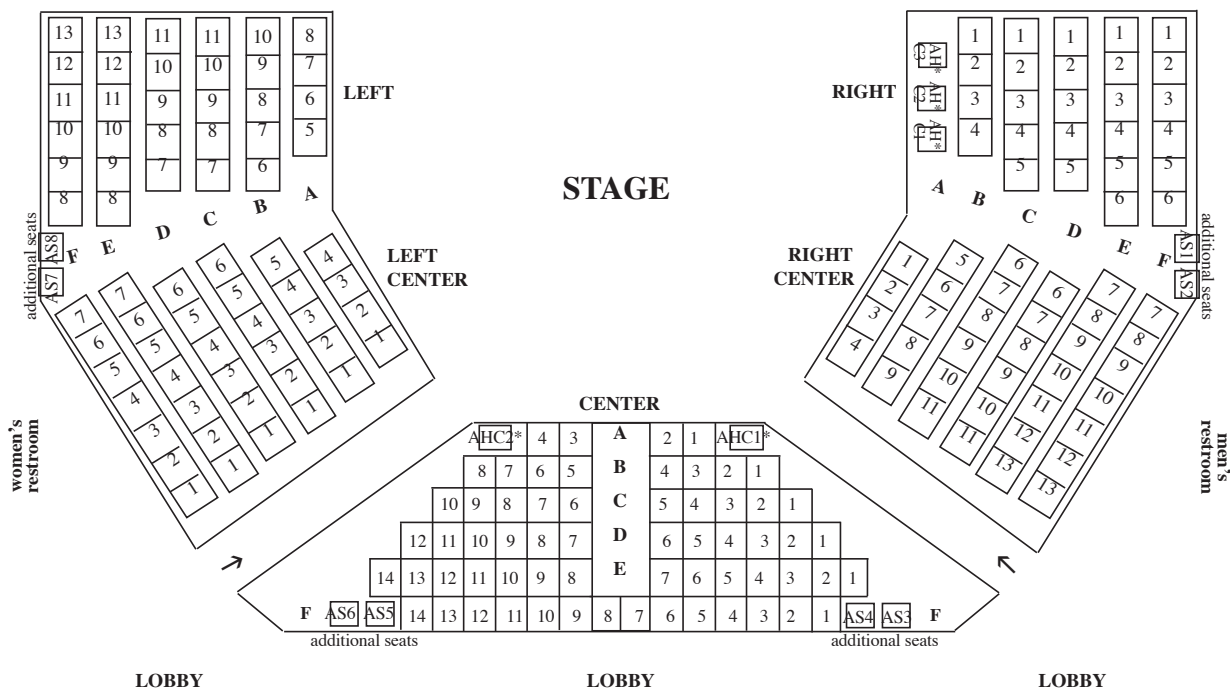
**Turn Back Tickets.** If you have selected seats (or purchased additional tickets) that are not going to be used, please consider releasing them by calling our Box Office at 479-783-2966 (extn. 2) up to 1½ hours before the ticketed performance. While the value of turn-back tickets will not be refunded, you would be providing FSLT the opportunity to sell those unused tickets to other patrons who could fill those seats and enjoy the show.

**Wheelchair Seating.** Additional wheelchair seating may be available. Contact our Box Office regarding availability.

**Doors Open.** Evening performances are at 7:30 p.m.; doors open 6:45 p.m. Matinees are at 2:00 p.m.; doors open 1:15 p.m.

**Ticketing For Off-Season Productions.** Tickets for off-season productions are sold only at the Box Office after doors open. Admission is not included with the purchase of a Season Flex Pass.

**Seating Diagram.** The diagram below is provided to help you visualize seat availability when talking with the Box Office.



\* Denotes Handicap or Additional Seat