



Ticketing System and Policies Frequently Asked Questions

1. What are the age ranges and requirements for your discounted ticket types?

- Senior – Age 60 and up
- Military – Active Duty or Veteran
- Student – Ages 13 to 18 or Adults with valid college i.d.
- Child – Age 12 and under
- Some of our shows do not offer discounted tickets

2. How will I receive my tickets?

- Monticello Opera House does not utilize paper tickets. We'll confirm that your name is on the list of attendees when you arrive for check in at the door. If you purchase tickets online or by phone, you will receive an email confirmation of the transaction. In that email will be information about your order, as well as opportunities to print your tickets, or to utilize Apple Wallet or Google Wallet. None of that is required, however you're welcome to print your ticket and bring it with you to the show if you feel more comfortable in doing so.

3. Does the Opera House have reserved or general admission seating?

- It depends on the show. Most reserved seating shows are in our upstairs Historic Theater. You'll have the opportunity to select your seats when you purchase your tickets in our ticketing system.
- Most general admission shows are in our downstairs Perkins Performance Hall. There is no reserved seating for these shows.
- Tickets for our Murder Mystery Dinner Theater shows are purchased as general admission, however you will receive your table assignment when you arrive for the show.

4. Can I just email my ticket purchase information?

- We do not accept ticket purchase requests via email, Facebook messenger, our Facebook page or website contact form, or any social media platform. Tickets may be purchased online using links to our ticketing system which can be found on our website, and sometimes in our email and Facebook advertising. They may also be purchased by phone (a representative will return your call if you leave a voicemail – leaving purchase information on the voicemail *does not* constitute a purchase),

or in most cases can be purchased at the door the day of the show beginning one hour before showtime.

5. What do VIP tickets get you?

- VIP tickets get you closer or next to the stage. For our VIP+Discounts Seating Chart, this would be the first five rows in our upstairs Historic Theater. Some of our concerts and special events utilize our Tiered Seating Chart which offers only one price per tier (no discounts or upgrades).

6. What is your refund policy?

- All tickets purchased for Monticello Opera House events are non-refundable. If you are unable to attend an event for which you have purchased tickets, we would appreciate you letting us know that you will not be using your tickets. We may be able to resell them to another party, and the theater will benefit rather than the seats to going to waste.
- You are also welcome to offer your unused tickets to friends and family members. If you do gift your tickets to another person, please contact our office and let us know who will be attending in your place.
- In some cases, we may be able to exchange your tickets for another performance date in the same show series if you contact us before the date of the show you had purchased. Please contact the office at (850) 997-4242 or email us at Director@MonticelloOperaHouse.org for more information.