



## FREQUENTLY ASKED QUESTION

- Regarding minimum age of tickets, all bodies in the theater require a ticket including lap-babies.
- Will-Call and Box Office opens 1 and a half hours before show time
- Tickets may be purchased at the facility main office M-F from 10am -4pm
- Printing fees are waived if tickets are purchased on site
- No charge for self-parking
- Outside food and beverages not allowed
- In-house concessions are light bites such as pre-packaged chips, peanuts or crackers
- **Tickets are Non-refundable and Non-transferable**
- **How do I purchase tickets online or by phone?**  
For online purchases, visit [www.Staffordcentre.com](http://www.Staffordcentre.com) For purchases by phone, please call 281-208-6900
- **How do I purchase tickets for a group?**  
Group Tickets can be purchased online, special pricing unlocks once the required minimum ticket purchase is reached.
- **My online purchase did not complete. What should I do?**  
For help, call the box office at 281-208-6900
- **Whom do I contact if I lost my tickets?**  
For help, call the box office at 281-208-6900 Monday - Friday 9 a.m. - 5 p.m.
- **Where do I pick up my will call tickets? When does will call open and close?**  
Will call can be picked up at the Theater Box Office and it is open 90 minutes prior to the start of the performance and closes at the end of the first intermission.
- **How early should I arrive before a performance?**  
If your tickets are in Will Call, please arrive to the box office 1 hour prior to the start of the performance. Traffic and parking can be unpredictable or ticket lines can be long, please plan to arrive early. If you have your tickets, you still need to allow plenty of time for possible traffic and parking.



- **What should I wear to a performance?**

It is suggested that you wear business casual clothes -- or more formal attire -- to performances. People attend performances in a wide variety of clothes, but typically tend to dress up for events. The theater can sometimes get cold, especially in the orchestra section.

- **Who do I call if I lost something in the theater?** To claim lost items, please call the Stafford Centre's main office at 281-208-6900. Monday - Friday 9 a.m. - 5 p.m.

- **If I require wheelchair access, whom should I contact?** You may purchase seating online in the designated ADA areas or you may contact our box office at 281-208-6900 for assistance with purchasing wheelchair accessible seating.