



## TICKET EXCHANGE/CREDIT POLICY

**GENERAL POLICY:** All sales of tickets to MTG performances, regardless of venue, are final. Cash refunds are not available, regardless of circumstance. No credit or remuneration will be offered for any ticket that is not redeemed as scheduled, regardless of circumstance.

**COURTESY EXCHANGE:** A ticket for any performance may be exchanged for an equal ticket to a comparable performance (see below) prior to 24 hours in advance of the original performance. Patrons will be subject to a \$2.00 per ticket exchange fee.

**CANCELLATION:** In the event of cancellation due to inclement weather, or other circumstances beyond the control of MTG, MTG may offer make-up performances of the production. Should a performance be cancelled or should a patron be unable to attend a make-up performance, a ticket voucher may be requested in writing (by mail or electronic mail) within seven days of the cancelled performance.

The patron should provide name, address, telephone number, email address, the number and type (i.e., regular, student, senior, child) of tickets purchased, and an explanation of their circumstance. Such requests may be addressed to: MTG, PO Box 445, Menomonie, WI 54751 or [mtgtickets@gmail.com](mailto:mtgtickets@gmail.com). Requests received via other addresses or media will not be honored.

The voucher, when presented with the original ticket to the cancelled performance, will entitle the bearer to one ticket for a comparable performance (see below). Vouchers are valid for up to one year from date of the cancelled performance. Should the voucher not be redeemed on or before that date (listed on the voucher) it will then be considered void and no further remuneration will be offered.

**THIRD PARTY FEES:** Often, theatrical organizations use a third party to handle their box office processing. In addition, performance venues not owned or operated by the producing organization may charge the patron a use or facility fee over and above the base ticket price. MTG is not responsible for any facility, use or handling fees charged by a third party service or facility (i.e., Mabel Tainter or other) upon the redemption of the voucher. The voucher only entitles the patron to a cost-free replacement of the base ticket to a comparable production (see below).

**COMPARABLE PRODUCTIONS:** When exchanging tickets or redeeming vouchers, a comparable production is a production in which the standard ticket price (without sales tax or third party fees) falls into an equal or lower dollar range as defined in the following table.

**Category 1 Production:** Any production with a standard ticket price of \$15 or higher.

**Category 2 Production:** Any production with a standard base ticket price of \$12-\$14.99.

**Category 3 Production:** Any production with a standard base ticket price of less than \$12.