

2024 Season FAQ Sheet

Are prices increasing in 2024?

Artistry strives to provide the best show experience for our patrons as well as offer a fair and equitable working environment for our artists. We do our best to keep these cost increases to a minimum and have affordable options available. As we start a new season, we chose not to increase our prices or fees.

What is a facility fee and what does it mean? What is the Convenience Fee?

Artistry resides in the Bloomington Center for the Arts which is owned by the City of Bloomington. Artistry pays a usage fee to the city for every ticket we sell to a performance, including complimentary tickets. This **facility fee** is used to help cover a portion of the costs paid to the City of Bloomington by Artistry.

The **Convenience Fee** goes directly to covering the cost of our ticketing system, which allows us to better serve our patrons. In the event you are offered patron credit, we can save your money for a future purchase, quickly and accurately address any questions or concerns about current or past orders, and process, track and acknowledge donations made to Artistry.

Why did Subscription Package fees increase?

While we did not increase the price of any subscription packages in 2024, the package fee did increase to \$10 (a \$2 increase per package). This is still up to 80% off the cost of individual ticket fees on Single Tickets

Subscription: Can my group's tickets be mailed to each individual person?

For easier processing we will send tickets out to the address of the subscriber who made the order. This helps us get tickets mailed out more efficiently and accurately. Tickets can be held on Will Call and the group can pick up their ticket as they arrive.

How can the others in my Subscription Group get notified of upcoming promotions or other special events or benefits of being a subscriber?

The easiest way to accomplish this is for everyone in your group to order their subscription tickets individually. This ensures that everyone gets all notifications of upcoming show, events, cancellations, etc. If you prefer to order as a Group, please make sure to provide the Name, Address, Phone and Email for all parties in your package. We will create a subscriber "status" and they will also receive notifications.

When will tickets get mailed out?

We will start printing and packaging tickets in early December 2023 and plan to have them delivered by the middle of the month.

What will the COVID policies be for this season?

At this time we do not require COVID vaccinations or to show your card upon arrival. All performances in the 2024 season will be mask optional. We reserve the right to change the COVID policy in consultation with other local theater companies and upon the guidance of the CDC if or when we see large upticks in COVID cases.

Are all shows appropriate for children?

Artistry can generally tell you as the show begins to take shape if it will be “G, PG or PG-13, etc”, However, we understand that every child is different, and we encourage parents to do further research to determine if the material is appropriate for your child. Show synopsis can generally be found on Wikipedia and music can be found on YouTube.

How do I use my voucher/credit/gift certificate?

Any credits from canceled performances will need to be processed by box office staff and may not be available online. If you are unsure if you have any stored money or vouchers available, box office staff can research to see if we have any record of available funds. Mame Vouchers are unable to be used towards subscription purchases and will only be available as a complimentary ticket. Any credits discovered after a sale is completed cannot retroactively be applied to the order and will need to be used towards a future purchase.

Why isn't there a Preview or PWYC night for Some Enchanted Evening: The Songs of Rodgers & Hammerstein?

Due to their only being 10 performances, we are not able to offer a discounted preview or our usual Pay What You Can night for this production. We will, however; offer 10 “Pay-What-You-Can – RUSH TICKETS” to each performance. These tickets will be available the day of the show and you can purchase a ticket for as low as \$10.

How can I buy tickets for the Pay What You Can performances (PWYC)?

Individual tickets to PWYC nights will be available to everyone on Nov 11, 2023 when all single tickets for the season go on sale for as low as \$10.

Do you offer RUSH tickets:

Stay tuned for the announcement of a new RUSH ticket program starting in 2024 for Students/Educators and Military Members.

How can I get accessible seating?

Accessible Seating is available to anyone at time of purchase regardless of method of sale: Phone, Web or online. Accessible Seating is located in seats: G11 – G18.

Transfer Seats are used generally from patrons who utilize a wheelchair and would like to transfer to a theater seat upon arrival. Transfer seats are G1 and G28. We have marked companion seats as well: G1-G2 and G27-28

ASL Seating: If you need a seat in the interpreted section for an ASL performance, please contact the box office at 952-563-8575, or send an email to info@artistrymn.org. We hold ASL seating from online sales to make sure that those needing the service will be able to see the interpreter and the performance.