

## **Algonquin Theatre Policies**

### **Babes in Arms Policy**

The Algonquin Theatre welcomes guests of all ages and strives to ensure a safe, comfortable, and enjoyable experience for everyone.

A Babe in Arms is defined as an infant up to 12 months old. Infants under 12 months are permitted to attend performances and may sit on the lap of a parent or guardian.

Complimentary tickets are required for all infants under 12 months of age, as they must be included in our seating count due to fire code regulations. These complimentary tickets will be issued by the Box Office at the time of purchase, either by phone or in person.

Children 12 months and older are required to have a purchased ticket and their own seat, regardless of whether they will sit on a lap during the performance.

We appreciate your understanding and cooperation in helping us maintain the safety and enjoyment of all guests.

If you have any questions, please contact our Box Office—our team is happy to assist.

### **Algonquin Theatre Scent-Free Policy**

To ensure a comfortable and inclusive environment for all guests, performers, staff, and volunteers, the Algonquin Theatre is a scent-free facility. We kindly ask that all individuals refrain from wearing or using scented products, including but not limited to perfume, cologne, body sprays, scented lotions, aftershaves, and strongly fragranced hair products while inside the theatre.

Some individuals experience sensitivities or allergies to fragrances, and strong scents may impact their health and ability to fully enjoy the space.

We thank you for your cooperation and consideration.

## **Algonquin Theatre – No Refund Policy**

All ticket sales at the Algonquin Theatre are **final. Refunds, exchanges, or cancellations are not permitted** unless a performance is officially cancelled by the Algonquin Theatre or the event organizer. Refunds will not be issued for missed performances, or due to inclement weather.

If a performance is postponed or rescheduled, previously purchased tickets will remain valid for the new date. In these cases, ticket holders will be notified by the Box Office with further instructions.

Please review event details carefully before completing your purchase. For any questions or accessibility needs, our Box Office team is here to help.

Thank you for your understanding and cooperation.

We appreciate your support for live entertainment at the Algonquin Theatre.

## **Algonquin Theatre Accessibility Policy**

The Algonquin Theatre is committed to ensuring that live performances are accessible, enjoyable, and welcoming to everyone. We believe the arts should be an inclusive experience, and we are proud to support patrons of all abilities.

We offer accessible seating for all performances and events, and our Box Office team is happy to assist with seating arrangements or accommodation requests to ensure comfort and ease of access.

Our building is equipped with:

- **Accessible seating options**
- **Barrier-free pathways throughout the facility**
- **Accessible washrooms**
- **Automatic and accessible door entrances**
- **Assistive listening devices available upon request**

If you require assistance, have accommodation needs, or would like help planning your visit, please contact our Box Office in advance—we are here to help.

Thank you for helping us build an inclusive and welcoming arts community at the Algonquin Theatre.