Ticket Request Policy

-Cain Center for the Arts Ticket Office reserves the right to HOLD seats for the artist and the development office. The maximum number of seats held for any performance is 18. Of the 18, 4 seats will be held for the artist, 4 for the box office and 10 for development. 5 business days before the performance, the box office will release any HOLD seat that has not been requested by the artist, development office or box office.

-Artist Requests: All artist request MUST be made by the promoter of the artist to the Executive Director of the Cain Center for the Arts no later than 5 business days before the artists performance. Promoter must provide valid email address for delivery of tickets.

-Development Requests: All development requests MUST be made to the Executive Director OR Development Director no later than 5 business day before performance. Proper ‘Development Ticket Request’ form MUST be filled out in full in addition to request.

-Community Donations Requests: All community donation requests MUST be made to the Executive Director OR Development Director no later than 5 business days before performance. Proper ‘Community Donation Ticket Request’ form MUST be filled out in full in addition to request.

-Box Office Holds: Not available for requests

HOLD seats for artist and development will be released to the public for SALE 5 business days before performance if ticket request has not been received.

Cain Center for the Arts Staff Ticket Policy

Full-time employees of the Cain Center for the Arts can request complimentary tickets 10 days prior to their desired performance. Requests from full-time employees will be processed after any requests for artist, development and community donation requests are fulfilled. Complimentary tickets for full-time Cain Center for the Arts employees will be given out at the discretion of the Executive Director and Box Office Manager. All requests for complimentary tickets for Cain Center for the Arts full-time employees must be made via the Staff Ticket Request form and turned in no later than 10 business days before desired performance. Complimentary Staff tickets are not guaranteed and are assigned based upon availability.

 \*Part-time employees, volunteers & contract workers are not eligible to receive complimentary or discounted tickets, merchandise, concessions or another goods or services.

Cashless Policy

The Cain Center for the Arts is a cashless facility. All ticket sales, class registrations, concessions, merchandise and any other item sold by or on the property of the Cain Center for the Arts is done through credit card only. No ATM will be on site. Cash and checks are not accepted.

External Credit Card Machine(s)

All ticket sales and class registrations can be completed at cainarts.org or by calling 800.514.3849. All purchases made at the Cain Center for the Arts will be done via a wireless credit card machine, that utilizes a secured internet connection. All purchases for concessions, merchandise, artwork or any other item sold by or on the property of Cain Center for the Arts will be processed via credit card.