



FAQs

FREQUENTLY ASKED QUESTIONS

House/Theater FAQs

What are your Covid-19 restrictions or requirements?

For the safety and protection of all of our guests, Houston's Urban Nutcracker will require patrons to wear masks while inside the performance venue and throughout our show. This includes school aged children. Guests without masks will not be allowed to enter the theater. Our ushers will be monitoring and reinforcing this precautionary measure throughout our performances. In-house concessions must be consumed in the lobby area and may not be consumed in the theater. We appreciate your cooperation.

How early should I arrive before a performance?

If your tickets are in Will Call, please arrive at 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. The venue will open an hour before the start of the show. The theater doors will open 30 minutes before the start of the show for seating.

What are the in-house concessions?

In-house concessions are light bites such as pre-packaged chips, peanuts or crackers. However, food or drinks are NOT ALLOWED in the theater. Food and beverages from outside vendors are not allowed in the Stafford Centre.

What should I wear to a performance?

It is suggested that you wear business casual clothes -- or more formal attire -- to performances. Guests attend performances in a wide variety of fashions, but typically tend to dress up for theatrical 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 during normal business hours. Business hours are 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.

Can I record the performance?

Video recording or photographing our show is STRONGLY PROHIBITED. Violators will be asked to leave our show.

Ticket FAQs

Does my toddler have to purchase a ticket?

Yes. All guests in the theater, including lap babies, are required to purchase a ticket.

Can I purchase tickets in-person at the Stafford Center?

Tickets may be purchased at the facility main office. Monday – Friday (10am -4pm). Printing fees are waived if tickets are purchased on site.

How do I purchase tickets online or by phone?

For online purchases, visit www.Staffordcentre.com

For purchases by phone, please call **1-800-514-3849**

What time is Will Call and when will the Stafford Centre’s box office open?

Will-Call and Box Office opens 1.5 hours before show time.

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 Show. Will Call closes at the end of the first intermission.

My online purchase did not complete. What should I do?

For help, call 1-800-514-3849

Whom do I contact if I lose my tickets?

For help, call the box office at 281-208-6900

Are my tickets refundable or transferable?

No. Tickets to Houston's Urban Nutcracker are Non-refundable and Non-transferable.

How do I purchase tickets for a group?

Group Tickets for 20 or more can be purchased online at a \$5 per ticket discount, special pricing unlocks once the required minimum ticket purchase is reached. Group tickets of 40 or more must be purchased before October 30. For information regarding group tickets sales **of 40 or more ONLY, you may contact us at houstonurbannutcracker@gmail.com before the October 30 deadline.** We will be unable to assist you at this email address if your group tickets are under 40 guests. Also, please see our FAQs sheet on Group ticket sales.

Parking

The Stafford Centre offers free Self-Parking for our event. Please arrive early to allow plenty of time for possible traffic and parking.

Thank you for supporting Culture Arts Initiative and Houston's Urban Nutcracker! We hope you enjoy our show!



Group Ticketing Information

Thank you for supporting Culture Arts Initiative, Inc. and Houston's Urban Nutcracker! We are delighted to have your group join us for Houston's newest holiday tradition!

Group Sales Discount

Group sales are \$5 off per ticket with a minimum purchase of 20 tickets. This discount will be calculated online at the point of sale.

Please note that additional ticketing and convenience service fees will be added at the time of purchase and range between \$5.00 to \$7.00 depending on the price of your seats.

Ticket Prices

Ticket Prices (***before the \$5 per ticket group discount***) are listed below:

P1- \$97.50 per ticket - Front Orchestra Seats (includes rows A-D) in Front Orchestra- NO BOXES=134 seats

P2- \$87.50 per ticket - Front Orchestra Seats E-G and 24 Box Seats = 133 seats

P3- \$77.50 per ticket - Rear Orchestra Rows H-W 344 seats

P4- \$57.50 per ticket - Mezzanine, Lower Balcony, and Balcony Box Seats 285 seats

P5-\$47.50 per ticket - Upper Balcony – 210 seats

How to Purchase Tickets

- Online purchases, visit www.Staffordcentre.com
- For purchases by phone, please call **1-800-514-3849**

Group Sales over 40

Orders for Group tickets of 40 or more must be placed and confirmed by October 15, 2021. Tickets must be purchased by October 30, 2021 or your tickets will be released to the general public. To place your order for group

tickets over 40 please email us at houstonurbannutcracker@gmail.com. We will be unable to assist you at this email address if your group tickets order is under 40 guests