



FAQs

## FREQUENTLY ASKED QUESTIONS

### House/Theater FAQs

#### **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](http://www.Staffordcentre.com) or [www.houstonurbannutcracker.org](http://www.houstonurbannutcracker.org)  
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- \$7 per ticket discount, special pricing unlocks once the required minimum ticket purchase is reached. Group tickets are available online at [www.houstonurbannutcracker.org](http://www.houstonurbannutcracker.org) or Stafford Centre's box office.

**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!***



### What is the price for tickets?\*

- **October 1-December 14, 2023**  
\$10.00/\$14.00 after applicable fees (for persons 3 and older).
- **December 15-17, 2023 at the door**  
\$20.00/\$24.95 after applicable fees (for persons 3 and older).

***\*Patrons who purchased tickets to Houston's Urban Nutcracker have FREE ACCESS to the Urban Nutcracker market.***

### What do I have to provide to gain my FREE ACCESS to The Urban Nutcracker Market if I have purchased a ticket to the Houston's Urban Nutcracker performance?

Patrons who have purchased a ticket for any of the Houston's Urban Nutcracker performances will have **FREE WEEKEND ACCESS** to The Urban Nutcracker Market. Patrons are required to show their Houston's Urban Nutcracker performance ticket at the entrance to The Urban Nutcracker Market to receive a wristband for entry and reentry for the weekend.

### Does my toddler have to purchase a ticket?

All guests 3 and older are required to purchase a ticket.

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

Tickets may be purchased at the Stafford Centre's box office. Monday – Friday (10am -4pm).

### How do I purchase tickets online or by phone?

For online purchases, visit [www.Staffordcentre.com](http://www.Staffordcentre.com) or [www.houstonurbannutcracker.org/market/](http://www.houstonurbannutcracker.org/market/)

Direct Link: <https://www.etix.com/ticket/p/64558554/houston-urban-nutcracker-christmas-market-stafford-official-box-office-for-stafford-centre>

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

**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 The Urban Nutcracker Market are Non-refundable.

**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 attending The Urban Nutcracker Market and supporting Culture Arts Initiative, Inc! Happy Holidays!