

2019 Summer Concert Ticket and Concert Day Information

for Summer Concerts on Saturday June 8, 2019

Concert Assignments are listed in the Concert Packet and on the weekly dance schedule

TICKETS

Ticket Sale Dates/Times:

- 11AM Concert - Tuesday, 5/21 at 6PM
- 2PM Concert - Wednesday, 5/22 at 6PM
- 5PM Concert - Thursday, 5/23 at 6PM

Ticket Info:

- \$17 online orders (includes service fees). \$20 - **cash only** at the door on Concert Day.
- All seats are assigned seats.
- All guests need a ticket.
- Guests need to be age 3 or over and should be able to sit in their own seat quietly for the duration of the concert (estimated time, 2 hours).
- Tickets must be purchased online or through the call center. Elite will not sell tickets until Saturday, June 8 at the high school.
- Tickets will be available to purchase online through 8PM on Thursday, June 6. If you need tickets after this date, you may purchase them at the door.
- Online ticket sales are open 24 hours a day, 7 days a week once our ticket sales begin.
- If you have questions during ticket sales, please contact TuTuTix directly.
- When selecting seats, please do not leave single seats in a row.
- There are no refunds on ticket sales.
- Initially we do not have a purchase limit. On the first day of ticket sales we will monitor sales for each performance. If ticket sales are high, we may put sales on hold to give all families an opportunity to purchase tickets.
- Wheelchair and companion seating is available online, or you may call TuTuTix Call Center.

Ticket Site: (Use this direct link for the quickest access to ticket sales)

- www.tututix.com/EliteDanceAcademyIL

TuTuTix Toll Free Call Center Information:

- Toll Free Call Center number is 855-222-2tix (2849)
- Hours are Monday through Friday 8AM-8PM, Saturday 9AM-5PM, and Sunday 1PM-5PM

Ticket ordering

- You must have an account with TuTuTix in order to purchase tickets. We recommend setting up or verifying your account prior to ticket pre-sale days.

Important Venue Information:

- Summer Concerts are at **Lincoln Way Central** - 1801 E Lincoln Hwy, New Lenox, IL 60451
- Please note that rows Q through W are only accessible by stairs.
- Row X is the same level as the lobby of the theatre and rows A through P are accessible by a ramp for those needing assistance.
- There are no rows I or O.
- Seats will be reserved for our videographer and for wheelchair companion seating.

CONCERT DAY

FAQ's

- *What if my guests are late to the concert?* Guests late to the concert will be seated in the back rows of the theatre and will either be ushered to their seats at an appropriate time or will have to wait until intermission to be seated. Please make your guests aware of this policy.
- *What if I need to leave the theatre during the performance?* Entering and exiting the theatre should be done at intermission or at the end of the performance ONLY. True emergencies are the only exceptions. Please make your guests aware of this policy.
- *Are electronic devices allowed?* Electronic devices such as iPads or video games are not allowed. The screens are distracting to guests and dangerous to the dancers on stage.
- *Can I take pictures or video during the performance?* Photography or video is not allowed during the performance. Guests with cameras will be asked to return them to their vehicles.
- *How long will each performance last?* We can only estimate the time of each performance as we cannot anticipate delays. Each concert will last approximately 2 hours with intermission.
- *When is intermission and how long is it?* Intermission is scheduled approximately half way through each concert and lasts approximately 15 minutes.
- *Can I bring food or drinks into the auditorium?* Lincoln Way Central has a strict "No Food or Drink in the auditorium" policy. Concessions will be available during the intermission of each show, but must be consumed or thrown away before re-entering the auditorium.
- *I have a dancer in 2 or more concerts, will there be enough time to leave the high school and get something to eat?* In most cases there is not enough time for the dancer to leave. The family may have enough time though. We encourage you to pack a lunch for your dancer. In the past, many families who have dancers in more than one concert, pack a cooler and have lunch at the school during the break in between shows.
- *If I have one dancer in one concert and one dancer in another concert, can they each stay backstage for their sibling's concert?* No, only dancers that are performing in a specific concert are allowed to stay backstage for their scheduled concert. The dancer that is not performing will sit with family (out of costume) and will need to purchase a ticket.

If you have questions *after* you have read through this information and it is prior to ticket sales, please email Patty at Info@EliteDanceLL.com. If you have questions after ticket sales have started, contact TuTuTix at their toll free call center 855-222-2tix (2849).

We appreciate your cooperation with our policies and Lincoln Way Central High School's policies, and we look forward to an enjoyable concert day on June 8th!