

2017-2018 Subscriber FAQs

As a subscriber, how do I reserve my tickets?

There are three ways to reserve your tickets for the performance date(s) of your choice:

1. Fill out the online reservation form on our website:

actorsshakespeareproject.org/tickets/current-subscribers/

2. Email your request to subscriber@actorsshakespeareproject.org
3. Call the box office at 617.776.2200 x225 (M-F 9:30-4:30)

If I don't speak with someone directly, how do I know that my tickets have been booked?

Every request both online and left as a voice message will be processed in a timely manner. You will receive a confirmation e-mail within 48 hours of placing a request from our ticketing service, customerservice@ovationtix.com. Please be sure to double check that the dates booked match those that you have requested. If you do not receive an e-mail or if there are any discrepancies, please contact us so we can be sure tickets are waiting for you when you arrive.

How do I get my tickets?

We do not mail tickets. All tickets will be available at Will Call beginning one hour before curtain at the venue. There is no need to print your e-mail confirmation; providing your last name will be sufficient.

It's Friday after 5 and I want to see the show this weekend. What should I do?

We are itinerant, so we do not have a box office phone at our venues. We do periodically check voicemail on the weekend, but this is often done close to show time, so we cannot guarantee seating. The best and quickest way to reach us on the weekends is to email subscriber@actorsshakespeareproject.org.

I booked my ASP tickets but I just realized that I have a conflict. What do I do?

Subscribers are welcome to move their tickets to another performance one time per production with no exchange fees given 24 hours' notice.

To make an exchange please email subscriber@actorsshakespeareproject.org or call 617.776.2200 x225 at your earliest convenience so that we can provide you with the best available seat for the performance of your choice.

My friend and I like to see the shows together and I'm bringing someone who likes to sit on an aisle. How can I make sure that these needs are accommodated?

When you request your selected dates, please remind us of any seating needs due to medical conditions or disabilities; any seating preferences (e.g. center vs. aisle); and any fellow subscribers with whom you would like to be seated. We will gladly honor all such requests to the best of our ability!

I want to bring a friend to see a performance; can I get a discounted ticket for him/her?

Yes! We offer Bring-A-Friend rates (\$10 off the regular price of a ticket) for additional tickets purchased by a subscriber. Each subscriber is entitled to one discount ticket in the subscriber section for each production. To get the discounted rate you must call the box office at 617.776.2200 x225. Bring-A-Friend Discounts require a credit card at the time of purchase, and therefore cannot be booked via e-mail.

How do I make sure that I get a really great seat?

All of this season's productions have assigned seating. If you book in advance, you will be assigned premium seats in the subscriber section. If you have specific seating requests, please remind us when you book your seats.

After the first performance of each production, all unreserved subscriber seats are released for sale to the general public.

All subscriber requests placed after the first performance will be filled with the best available seats.

How do I get to a particular venue?

For directions to our venues, we strongly suggest that you use google maps. The address and further information for each venue can be found on our website, along with parking, accessibility, and public transportation information.

What is a Circle of Friends card?

A Circle of Friends card entitles you to buy 2-for-1 tickets at all of the theaters listed on the card. Contact each company directly for reservations and policies. Circle-of-Friends cards will be made available at the first production when you pick up your tickets.

I have other questions that aren't answered here ...

If you have any questions now or throughout the season, please do not hesitate to reach out to us at subscriber@actorsshakespeareproject.org or 617.776.2200 x225.

We are greatly looking forward to seeing you this season!