

OHIO SHAKESPEARE SUBSCRIPTIONS



Best Practices and FAQ for our Subscribers.

Thank you for being a Season Subscriber with Ohio Shakespeare Festival!
Using your Subscriber and Access codes is very simple, but for your convenience, we've made a list of all the potential questions you might have. Save this document (or print it out and hang it on your fridge) so that you'll always know the easiest way to use your unique subscriber code. **And of course, you can always call us directly at 330-374-7574 or email tess@ohioshakespeare.com.**

Shhh...don't tell. We love our subscribers the best! Be sure to take advantage of all your great perks. See [page 5](#) for details!

How do I make my reservations?

It's easy to make reservations on your own schedule. **You will be emailed a unique Subscriber Code** within 48 hours of your subscription purchase.

You can use that code to make reservation online (www.ohioshakespeare.com) or over the phone (330-374-7574). Simply make your reservation as you normally would, then use your Subscriber Code at checkout. Your total will come to \$0, and you're all set to checkout!

Tip:

You can email tess@ohioshakespeare.com (head of Subscriber Services) directly and request your reservation! Just include your subscriber name, code, show title, and dates. It's probably the easiest and fastest way to make reservations or change current reservations.

Where is my Subscriber Code?

You will be **emailed your unique Subscriber code within 48 hours** of purchasing your subscription. If you did not receive your code, call us at 330-374-7574 or email info@ohioshakespeare.com. Likely, there was a typo in your email address or it accidentally ended up in your spam folder. We'll help you find it!

Where is my Access Code?

Your access code is used to get early online access for reservations. While the rest of the public has to wait for ticket sale to go live, you get to make reservations now. Your **access code is different from your subscribe code**, and it can be found in the same welcome email. If you did not receive your welcome email, call us at 330-374-7574 or email tess@ohioshakespeare.com. Likely, there was a typo in your email address or it accidentally ended up in your spam folder. We'll help you find it!

Should I make my reservations all at the same time?

You can make your reservation for all 6 OSF productions at once—**and we do recommend that**. It's definitely the easiest way to use your Subscriber code. You can always switch your dates later. But you can choose to make your reservations individually throughout the year.

Tip:

If you aren't sure about dates, consider making reservations for the **final Sunday** of every show so that you have ample time to switch dates! Then, just call the subscriber office (330-374-7574) whenever you want to switch them around.

What shows can I see with my subscription?

You are welcome to see any of the main stage shows in the 2017-18 Season. This includes:

Romeo & Juliet
All's Well That Ends Well
Treasure Island: An Adventure, with Music
Shakespeare in Love
The Lion in Winter
1776

The following “bonus” shows are **not included** in your season subscription and require a separate ticket purchase:

The Three Musketeers: An Adventure, with Music
Dracula: Laboratory Performance
The Complete Works of William Shakespeare (abridged)
ShakesBEER events
Readings and other special events

Don't get too sad—bonus events sell out fast, but as a subscriber you get first dibs at purchasing tickets. Use your Access Code to make reservations whenever you wish.

Do I have to make a reservation, or can I just show up?

We highly, highly recommend making a reservation. If you choose to walk up to the box office the night of the performance, we will do our very best to accommodate you. But we would hate to have to turn away a subscriber if we were sold out that night. Avoid all that confusion by simply making your reservations in advance online or over the phone.

Our best advice:

Make all your reservations for the 2018-19 season all at once. Then, simply call the subscriber office (330-374-7574) to quickly and easily switch dates if needed. No need for a new reservation, and you'll never miss a show!

I bought the 4 Show Package. What does that mean?

You get all the perks of a subscriber, but you have the freedom to skip out on any two of the six shows in the 2018-19 season. Pick your favorite four titles and join us! (This is best for people who go on vacation for part of the year or need more flexibility to accommodate their busy schedules.)

Can I use my Subscriber code to get multiple tickets to a single show?

Sorry, no. **Your subscription can only be redeemed to see each show once.** If you're confused, see the following examples of what you can and can't do.

- *Tess has a Full Season Subscription package. She now has a total of six tickets to see each show one time. She **reserves herself one ticket for each** of the following shows: Romeo & Juliet, All's Well, Treasure Island, Shakespeare in Love, Lion in Winter, and 1776. That's exactly how to use the subscription package! She can't wait to see them all!*
- *Joe has a Full Season Subscription package. Just like Tess, he now has a total of six tickets to see each show once. But he reserves all six of his tickets to see Romeo & Juliet. Sorry, Joe! We're going to have to give you a call and fix that mistake. He can use one of his season tickets to see AS YOU LIKE IT, but the other five need to be purchased as single tickets.*
- *Ryan has a Full Season Subscription package. Ryan chose not to make reservations all at once—instead, he chooses to make his reservations individually before each show. He comes to see Romeo & Juliet and he loves it! So he uses his subscriber code to come see Romeo & Juliet again the next weekend. Sorry, Ryan! You'll have to purchase a single ticket to see the same show twice. Ryan's subscription is only good for one ticket to each show.*

Tip:

While you may make reservations on a show by show basis, make sure you only use the code for subscriber purchases. If you are also purchasing single tickets, that will need to be a separate order. We can make this easy on you if you call 330-374-7574

Something has gone wrong with my Subscriber Code. What do I do?

No worries. If you think something is wrong with your code or your reservation, **just call customer care at 330-374-7574** or email info@ohioshakespeare.com. We check emails and voice messages throughout the day, and we will respond to you quite promptly.

Tip:

If you get our answering machine, make sure you leave a voicemail message! The more detailed you are about your question, the more efficiently we can fix the problem and return your call.

If your question is super time sensitive, **the regular box office might also be able to help you out.** They have regular hours from 9am-9pm on all weekdays and from noon-5pm on all weekends. 1-888-718-4253 (opt 1).

Also, make sure you are choosing the correct seat level. For example, if you have a Standard Package, make sure you aren't trying to reserve Preferred seating.

Our best advice:

You can call the regular box office (1-888-718-4253) to switch reservation dates. They will help you efficiently during regular open hours.

Call customer care (330-374-7574) for issues using your code or for specific questions that need attention on a case-by-case basis.

What other PERKS do I get as a Season Subscriber?

This is the fun part! Not only are you getting the best possible prices, but since there are only a limited number of subscribers, we get to offer you other perks, too:

- **Change reservation dates with no time limits.**
 - Single ticket buyers agree to a 48 hour exchange policy (meaning that they can't exchange their tickets unless they give more than 48 hours notice). As a subscriber, you can change

your tickets whenever is most convenient. **The only exception to this: we ask that you make the exchange before the show that night** so we have a chance to release your seats to the public.

- **10% off any OSF merchandise**
 - Just mention your code at the swag tent!
- **First dibs on bonus event tickets.**
 - Subscribers get a chance to purchase bonus productions and ShakesBEER tickets before the general public. These are normally sell-out events, so we want you to get a chance at them first! You can make your purchases for those now using your access code.
- **More perks are being added** all the time as we partner with local businesses and add special events to our calendar!

For your personal reference:

My Subscriber Code is: _____

I've made reservations for:

- | | |
|---|-------------|
| <input type="checkbox"/> <i>Romeo & Juliet</i> | Date: _____ |
| <input type="checkbox"/> <i>All's Well That Ends Well</i> | Date: _____ |
| <input type="checkbox"/> <i>Treasure Island</i> | Date: _____ |
| <input type="checkbox"/> <i>Shakespeare in Love</i> | Date: _____ |
| <input type="checkbox"/> <i>The Lion in Winter</i> | Date: _____ |
| <input type="checkbox"/> <i>1776</i> | Date: _____ |

To Make Reservations:

1-888-718-4253 (opt 1)
Open 9am-9pm weekdays, noon-5pm weekends
or
www.ohioshakespeare.com
or
tess@ohioshakespeare.com

To Switch Reservations:

1-888-718-4253 (opt 1)
Open 9am-9pm weekdays, noon-5pm weekends
or
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Season Subscription
2018-2019

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