

OHIO SHAKESPEARE SUBSCRIPTIONS



Best Practices and FAQ for our Subscribers.

Thank you for being a Season Subscriber with Ohio Shakespeare Festival!

Using your Subscriber code 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.** "We can no other answer make but thanks and thanks and ever thanks!"

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 (1-888-718-4253, opt 1). Simply make a 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!

Our best advice:

Put your email address in when you make your order, and Showclix will send you an event reminder the morning of the show!

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!

Should I make my reservations all together?

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. If you wish to use your code multiple times to make individual show reservations throughout the year, **make sure you call customer care at 330-374-7574 first so that we can reactivate your code for you**. Not a problem!

Our best advice:

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 box office (1-888-718-4253) 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:

As You Like It

The Winter's Tale

The Three Musketeers: An Adventure, with Music

CAMELOT

Scapin

King Charles III

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

The Complete Works of William Shakespeare (abridged)

ShakesBEER events

Readings and other special events

Don't get too sad—ShakesBEER and *Complete Works*... sell out fast, but as a subscriber you get first dibs at purchasing tickets. See more about that perk on page 5 under PERKS.

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 with the seating we have available. 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 2017-18 season all at once. Then, simply call the box office (1-888-718-4253) 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 2017-18 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: As You Like It, Winter's Tale, Musketeers, Camelot, Scapin, and Charles III. That's exactly the way 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 AS YOU LIKE IT. 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 AS YOU LIKE IT and he loves it! So he uses his subscriber code to come see AS YOU LIKE IT 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.*

Our best advice:

While you may make reservations on a show by show basis, you will need to call the box office to get your code reactivated after each use.

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.

Our best advice:

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 return your call with the best solutions.

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:

Call the regular box office (1-888-718-4253) to switch reservation dates. They will help you most efficiently.

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 *Complete Works (abridged)* and ShakesBEER tickets up to 2 weeks before the general public. These are normally sell-out events, so we want you to get a chance at them first!
- **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:

As You Like It Date: _____

The Winter's Tale Date: _____

The Three Musketeers Date: _____

CAMELOT Date: _____

Scapin Date: _____

King Charles III Date: _____

To Make Reservations:

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

To Switch Reservations:

1-888-718-4253 (opt 1)
Open 9am-9pm weekdays, noon-5pm weekends