



Mary Poppins Self-Ticketing Information

We are really excited to allow you more control and access over your 20 mandatory tickets. Please read the below in detail so that you can understand the options.

We have placed the minimum \$360 charge on your account for your 20 tickets. This equates to \$18 per ticket. These tickets are in the form of a “C Level Membership.” The green section on attached map shows where in the venue these seats are located. If desired, you may upgrade to better seats as described below. ***Please note that there is NO General Admission for this show. All seats are reserved seating.***

Upgraded Membership Options:

1. “B Level” Upgrade Package (Pink section) - \$120 upgrade charge which equates to \$24 per ticket. With this upgrade, each of your 20 tickets can be used for any seat in the B Level and C Level sections.
2. “A Level” Upgrade Package (Blue section) - \$180 upgrade charge which equates to \$27 per ticket. With this upgrade, each of your 20 tickets can be used for ANY seat in the house.

Upgrading Individual Tickets from within your membership:

Upgrading individual tickets costs more than upgrading a whole package. If you would like to upgrade individual seats to better seats, we strongly recommend doing so by emailing the office. If booked through the office upgrade charges will apply as follows:

1. Upgrading C Level to B Level - \$7 upgrade charge per seat (\$15.50 if booked online)
2. Upgrading B Level to A Level - \$5 upgrade charge per seat (\$10.50 if booked online)
3. Upgrading C Level to A Level - \$12 upgrade charge per seat (\$21.50 if booked online)

We cannot control those service fees; therefore, we strongly recommend that you book individual seat upgrades by emailing the office instead of doing it online!

Purchasing Individual tickets:

Once you have used all 20 tickets from your original membership (regardless of any upgrade options), you can purchase single tickets at a cast price.

C Level: Cast Price \$18

B Level: Cast Price \$25

A Level: Cast Price \$30

You are welcome to purchase an additional membership in order to get the less expensive upgrade pricing that comes with the volume membership.

(See next page for specific instructions)

Ticketing Process

Note: In order to accommodate the need to wait for the performance schedule for some cast members, we have held a number of seats in each section and will be releasing them 48 hours after the performance schedule is released.

1. Log into your account and pay the \$360 ticketing charge. **None of the following applies until this step is complete.**
 - a. If you want to upgrade your entire membership, you must email the office with your upgrade request (Level B or Level A). The charge for the upgrade option will be placed on your account within 2 business days. Both the upgrade charge and the basic ticketing charge must be paid in order for you to receive your upgraded ticket membership.
2. The office staff will, within 2 business days of receiving your payment in full, award you the appropriate level “Ticket Membership” in our ticketing system, Vendini. You will receive an email confirmation once that has happened. After receiving the confirmation, you can go online to our public ticketing site at www.EncoreSouthBay.org/tickets.

Follow these steps:

- a. Choose your show
- b. Choose your seats
- c. Choose your delivery method (Hold at will call or print at home) Pay NO attention to the ticket prices and/or service fees at this point.
- d. **On the Payment Info screen - Click on “Redeem Benefits”.** This will allow you to use your membership to redeem your tickets.
- e. On the next screen, enter the email address, first name, and last name of the main person on your iClass account. **PLEASE NOTE:** The correct email address is the one in which you received your confirmation email.
- f. Please note – if you would like tickets held at will call under someone else’s name, click the link “Buying For Someone Else” and put their name and email address in where noted.
- g. Confirm your payment information. **You should see a zero balance.**
 - i. If you chose any seats in a higher level than your membership, you will see an upgrade charge and a service fee. If you choose to proceed, these charges will need to be paid now in order to complete the transaction. Please note that the upgrade charge online is higher than the upgrade charge through the office. You can avoid these excess charges by doing your individual seat upgrades through the office.

Exchanges – To exchange tickets, please send a detailed email to admin@encoresouthbay.org. The more information about which SPECIFIC tickets you need exchanged, the easier it will be for us to accomplish this.

Important Notes:

- If you choose print at home we recommend that you wait to print until as close to the show as possible, since any exchanges you might make will invalidate some or all of the original tickets.
- We strongly suggest that you process ticket orders for different people and/or different days separately because it will make exchanges MUCH easier if that should be necessary.

Frequently Asked Questions

Can I still do my tickets through the office?

Yes, however, please be aware that this will be the slowest method for getting your tickets. We are looking at two shows in January with high ticketing volume, so the office will be overwhelmed. Please allow 2 business days for a ticketing response.

Can I still upgrade individual tickets?

Yes, however we cannot do “generic” ticket upgrades. You will need to pick specific tickets for specific days and seats. These can be exchanged later if necessary.

What if I change my mind and want a higher level package?

If you have not yet redeemed any of the tickets, you can easily upgrade to a higher level package by emailing the office with the details. **If you have already redeemed at least one ticket, you can no longer upgrade as an entire package and will need to do your upgrades one at a time.**

Why would I choose an Upgrade Package?

Upgrading your C Level Membership to a higher level is the most flexible, cost effective, and quickest way to make sure you get the seats you want. No waiting for the office to get back to you, you choose the seats that work for you and your family. You also get a lower price per ticket for that level seat. Your family members can even go online and use your membership!!!

For example – if you were to individually upgrade all 20 tickets from the C Level to the A Level section, it would cost \$240 in upgrade charges and you would have to wait up to two business days for each requested set of upgrades. If you purchase an “A Level” upgrade for \$180, you can have any available seat in the house and you have complete online control of booking your initial tickets!

What if I can't sell all my tickets?

We are committed to helping as much as we can anyone who is struggling to sell their tickets, but ultimately it is each family's responsibility to pay for and sell all their required tickets. Some methods for getting the word out about your tickets:

- Post in all the various ENCORE Facebook groups (Encore South Bay, *Seussical the Musical*, *Mary Poppins*, *Charlie Brown*, etc.)
- Post on your own Social Media. People often want to attend if they know your child is in the show!
- Give friends and family postcards and write a note on the back letting them know you can get them a discount. Include your personal contact information.
- Notify the office that you have tickets to sell and if our families contact us we will put them in touch with you.
- Tell your fellow cast members that you have tickets to sell. Some families will be able to sell many more than their minimum 20 tickets, and will be willing to purchase them from other cast members if they know you need help.

What we will NOT be able to do is collect money from anyone for your tickets and be responsible for passing it along to you. All financial transactions between you and the people purchasing your tickets are between the two of you, and we are unable to accept the financial responsibility for them.

Please let us know if you have any questions about ticketing!

Redondo Beach Performing Arts Center

Seating Capacity: 1,453
(1,445 fixed + 8
wheelchair spaces)

Orchestra Section: 731
Terrace Section: 722

Hearing Assistance
Available

