

SCERA SHELL OUTDOOR THEATRE 2011 SEASON PATRON INFORMATION



LOCATION: SCERA Shell is located at 699 South State, Orem (northeast of the SCERA Park Pool in the middle of SCERA Park)



EVENT PARKING: Free parking is available in several lots near the Shell — SCERA Park Pool (699 S. State), Orem High School (175 S. 400 E.), LDS Church (641 S. 400 E.), SCERA Park Elementary (450 S. 400 E.), SCERA Center (745 S. State), and along 400 East.



MAIN OFFICE & BOX OFFICE/WEB SITE: Open 10:00 a.m. to 6:00 p.m. Monday through Friday and Saturdays from 12:00 Noon to 6:00 p.m. at the SCERA Center for the Arts, 745 South State, Orem. Call us at (801) 225-ARTS or visit www.scera.org or www.facebook.com/SCERAupdate.



ENTRANCES/RESTROOMS/CONCESSIONS/BOX OFFICE/HANDICAPPED ACCESS: The main entrance, box office, concessions, and restroom facilities are located on the west side of the Shell (at the top of the hill). The south entrance is wheelchair accessible with a sidewalk leading to a flat, concrete seating area. A more easily accessible handicapped restroom is located behind the stage building.



SHOWTIME: All live events (plays and concerts) begin at 8:00 p.m. All outdoor movies begin at Dusk. For PLAYS and MOVIES, the box office will open 1 ½ hours before the event and the gates will open 1 hour before the event. For CONCERTS, the box office will open 2 hours before the event and the gates will open 1 ½ hours before the event. The box office is located at the west entrance for ticket purchases and to pick up “will call” tickets. We accept cash or VISA, MasterCard and Discover.

GENERAL ADMISSION SEATING: Two general admission options are available. (1) Blanket seating on northeast side of the hill. (2) Chair seating on southwest side of the hill. You may rent a first-come, first-serve chair from SCERA for \$1 at the gate. You may bring your own chair only if it meets the height requirements shown in the illustration at the left. SCERA reserves the right to refuse chairs that block the view of other patrons.

RESERVED SEATING: Reserved sections A & B include a free chair and are located in the marked areas in the lower center of the hill. You are guaranteed a chair in A & B, but specific seats are not assigned. The Reserved Floor section has specific row and chair assignments and is located in the cement area right in front of the stage. You will need to show your reserved ticket to the usher before entering reserved areas.

► **NEW!** Empty seats in Sections A & B will be released to the general public @ 8:30pm. You must be in your seat prior to that time!

SMOKING/ALCOHOL/PETS: Smoking, alcoholic beverages and pets (except for service animals) are prohibited within the Shell gates at all times. **CAMERAS:** No flash photography, audio recorders, or video cameras are allowed except those authorized by SCERA.

FOOD/DRINK: A wide variety of concessions are available for purchase at the Shell. Our selection includes dinner items such as Gandolfo's sandwiches, Papa John's Pizza, pretzels, nachos, and hot dogs. We also have snacks such as churros, popcorn, ice cream, Dippin' Dots, candy, bottled water, Iceeds and Coke products. We accept cash or VISA/MC/Discover. No large coolers or glass containers may be brought into the Shell.

DRESS: Dress is informal, but shirt & shoes must be worn at all times. Summer evenings can be cool, so bring a blanket or jacket. **CHILDREN:** We welcome children of all ages. However, please be courteous to patrons and performers by keeping your children quiet. Running and rolling on the hill are not permitted.

MULTI-NIGHT EVENTS: Tickets for multiple-night events (i.e., plays) are good on any one night of your choice.

REFUNDS/EXCHANGES: There are absolutely no refunds or exchanges on tickets.

RAINOUT POLICY: In most cases, events will not be declared a “rainout” before showtime. A rainy day can turn into a beautiful evening and most shows continue regardless of cold, wind or rain. So come prepared for the weather, or plan to attend on another evening!

***Multi-night event:** If declared an official rainout by SCERA management prior to intermission, rainchecks will be given for one of the remaining nights. ***One-night event:** If declared an official rainout by SCERA management prior to intermission, (a) Shell Season ticket holders will receive a ticket to a future Shell event chosen by SCERA and (b) patrons who purchased the event separately may choose to receive a cash refund or exchange tickets from the rained-out event for a future Shell event chosen by SCERA.

***Settlement:** Rainout claims must be accompanied by the ticket stub or other proof of purchase. Settlements must be handled within one week (7 days) of the event. To make a claim, come to the SCERA main office between 10 a.m. and 6 p.m., Monday through Friday.

