



Ankeny Community Theatre: A Community of Talent

Dear ACT patron,

Ankeny Community Theatre is excited to announce a new and improved way to buy tickets for our shows! We have partnered with **MIDWESTIX** to offer online and phone sales of advance tickets. MIDWESTIX is a local company that specializes in serving organizations like ACT and our patrons. We are confident you will be impressed with their service and the ease of purchasing tickets.

ACT is committed to providing quality theater for our community, and this system will help us do that! The increased efficiency will let us focus more time and resources on giving you great shows and the best possible experience.

The new ticketing system is active now, so you can get your tickets for our next production, *Musical Chairs*, right away! The Q & A below explains how it works.

How do I buy tickets in advance?

Like before, you can reserve tickets online or by phone. The difference now is that you will pay for your tickets with a credit card when ordering.

- **Online:** Go to **www.midwestix.com/organizations/ACT**

You will also find a link on our website, www.ankenycitycommunitytheatre.com

- **By Phone:** Call MIDWESTIX at **(515) 244-2771**

The call center is open Monday-Friday, 9:00 a.m. to 5:00 p.m. During hours of operation, you'll reach a real person who will complete your ticket order right away - no more leaving a message and waiting for someone to call you back!

Please note: The call center is closed on evenings and weekends, so if you like to order by phone, you'll need to do it during business hours. For convenient 24/7 ordering, order online!

Will I get a reserved seat?

All tickets will be general admission, with the exception that the first row of seats will be reserved for those with special needs. If you require ADA seating, please order tickets by phone – call MIDWESTIX at (515) 244-2771.

In general, seating will be open and first-come, first-served. As in the past, the theater will open 30 minutes prior to each show. If you have a favorite seat, we encourage you to come early!

Will I get a printed ticket?

No – we'll continue with the "Will Call" method we've always used. When you buy tickets online or by phone, you will be put on the reservation list. When you come to the theater, bring your confirmation number (feel free to print a copy of your confirmation email if you ordered online). You will be checked off a list at the box office, just like before.

How do I use my punch card or pass?

For the remainder of the current season, **if you're using a 3- or 6-punch card (season ticket) or a free pass, please call ACT at (515) 964-5007 to make your reservations.** Please leave a voicemail and we will call you back to confirm your reservation. All seats are now general admission (with the first row reserved for those with special needs), so except for patrons needing ADA seating, **we will no longer be taking specific seat requests.** (We recommend coming early if you want to get your favorite seat!) Bring your punch card with you to the show.

For next season, we plan to implement a way for punch card and pass holders to make reservations online.

What if I want to cancel my reservation?

As is the case with most other theaters, tickets purchased in advance will be non-refundable. If you want to attend the same show on a different date and that date has tickets available, you can call MIDWESTIX to exchange your tickets at no charge.

One reason we are adopting this system is that when all patrons pay at the door, it costs ACT money when someone reserves a seat and doesn't show. Collecting payment at the time of reservation prevents those losses. We want to provide you with the best quality theater we can, and this change will help us do that.

Can I still buy tickets at the door?

Yes, tickets will still be sold at the door when seats are available.

I have more questions – who do I contact?

With questions on purchasing tickets online or by phone, contact MIDWESTIX at **(515) 244-2771** or **info@midwestix.com**. You may also find answers on MIDWESTIX's website at www.midwestix.com/help.

With any other inquiries for ACT, you can email us at information@ankenycitycommunitytheatre.com or leave us a message at (515) 964-5007 and a volunteer will get back to you.

We greatly value your patronage and we appreciate your understanding during this exciting transition. We welcome your questions and feedback. On behalf of the Board of Directors, thank you for supporting Ankeny Community Theatre!

Sincerely,



Cheryl Clark
President, ACT Board of Directors