

Box Office & Ticketing Policies

Contact Information

The Warehouse Theatre
37 Augusta St.
Greenville, SC 29601-3501
864.235.6948
boxoffice@warehousetheatre.com

Box Office Hours

Phone: Tuesday - Friday 12pm - 5pm; Saturdays (on performance days) 2pm - 5pm

In-Person: Tuesday - Friday 12pm - 5pm (via the Administrative Office)

Box Office Window: 45 minutes prior to every performance

The Warehouse Theatre Box Office is closed on all Mondays, as well as Saturdays and Sundays of non-performance weekends.

Late Seating

Performances begin promptly. Latecomers will be seated at the House Manager's discretion. Due to the intimate size of our space, we must seat latecomers in the most readily accessible seats. For some of our shows we will be unable to seat late patrons once the show has begun. NOTE: As a courtesy to your fellow audience members, re-admittance to the theatre may be delayed at the discretion of the House Manager.

Lost Tickets

Generally, a link to your tickets is sent to you via your preferred email address at the time of purchase. If you misplace your tickets, we can always reprint them for you at the Will Call window beginning 45 minutes prior to the performance.

Running Time

By opening night, the running time for each show will be listed on the specific show page. You can also call the Box Office for run time information.

Age Appropriateness

We love introducing young persons to live theatre. The Warehouse produces plays that reflect the contemporary world, and our plays frequently contain adult content. Adults are ultimately the best judge of the appropriateness for the young people they'll bring with them. So, if you have any questions about the content of our shows, please contact the Box Office. We're happy to provide additional information to inform your decision. In general, as a courtesy to fellow audience members, we do not permit babes in arms in our theatre.

Accessibility

Our theatre is fully accessible. Due to the intimate size of our theatre, we have a limited number of accessible seats; please indicate any special needs by either selecting wheelchair placement when purchasing your tickets or by calling the Box Office.

Refunds & Exchanges Policy

Refunds will be made in full in case of a canceled performance. No other refunds will be made. In the event you cannot attend a performance to which you have previously purchased tickets, we will do our

best to exchange your tickets for another performance of the same production. Exchanges must be made 24 hours in advance of the performance.

Privacy Policy

The Warehouse Theatre respects your privacy. You may opt out of all mailings and emailings. We store your personal information on a secure server, and we will not trade, sell, or otherwise share your personal information (name, address, phone number, or email) with any other party. We do not record your credit card number after the sale is complete.