



# *It's a Wonderful Life* Live in Chicago!

## FREQUENTLY ASKED QUESTIONS

### **Where can I park?**

Coming soon!

### **COVID - are masks or proof of vaccination required?**

#### **What should I do if I'm sick (or someone from my group)?**

Masks are currently recommended, but not required, while in the theater. The policies may change based on prevailing medical guidance.

If you or someone in your party is sick, please stay home! We are happy to reschedule your tickets to a different performance. Please email

BoxOffice@AmericanBluesTheater.com or call (872) 205-9681 to let us know if you're unable to attend due to sickness.

### **Can I get a refund?**

Please email BoxOffice@AmericanBluesTheater.com or call (872) 205-9681 to request a refund. Refunds are not guaranteed.

### **Can I reschedule for another day?**

Tickets may be rescheduled in advance, subject to availability. If rescheduling to a more expensive performance, patrons will need to pay the difference. Please email

BoxOffice@AmericanBluesTheater.com or call (872) 205-9681 for all rescheduling requests.

### **Are there discounts for groups?**

Yes! Groups of 10 or more will receive \$5 off each ticket.

Fees are waived as well. Call our box office (872) 205-9681 for more information and make reservations.

### **What's the difference between General Admission and Reserved Seating?**

All tickets sold online are General Admission seating - patrons may choose their seats when they arrive at the theater.

For Reserved Seating, we will put a sign with your last name on seats for your party. We are able to honor general seating preferences (i.e. near the front, on the aisle, etc.). Reserved Seating may only be purchased by phone at (872) 205-9681.

### **What is the senior discount and what is the age requirement?**

Patrons 60+ years and older may receive \$5 off their tickets. These may be purchased online, by phone at (872) 205-9681, or in person 1 hour before the show's curtain at the venue.

### **What is the student discount and what are the requirements?**

The student discount varies by performance. All students qualify for the student discount. A student ID may be required at the theater.

### **Can I bring small children? Is this appropriate for a 3-year-old (for example)?**

*It's a Wonderful Life: Live in Chicago!* is recommended for ages 10+

### **Is the venue wheelchair accessible? Are there stairs up to the seats?**

Access to the Chopin Theatre Main Stage is possible step-free from the rear of the theater. However most often we can accommodate access through the front Main Entrance (3 exterior + 4 interior steps) when notified in advance. There are 25 seats that can be accessed without stairs inside the theater.

For any accessible seating needs, please email BoxOffice@AmericanBluesTheater.com or call (872) 205-9681.

### **Do you offer touch tours, audio description, or captioning?**

Coming soon!

### **What restaurants do you recommend in the area?**

Coming soon!

### **Will there be cookies after the show this year?**

Yes, we are serving homemade cookies following each performance!

### **Will Santa visit? Will we celebrate Hanukkah?**

Yes, Santa confirmed the new venue was added to his route; he plans to stop by on Dec 23. We will celebrate Hanukkah on Dec 18.

