

COVID-19 BOX OFFICE NOTICE

The health and safety of our staff, patrons, and artists is our top priority. As such, Performing Arts venues are closed to the public until further notice, and all performances and events are cancelled or postponed.

Please note the remainder of *The Rose Presents 2019-2020* season is cancelled, including Guest Presentations and performances occurring in April and May.

We are working to determine if and when impacted performances will occur and hope to establish new dates and opportunities where possible. As the situation evolves, we will keep you apprised via our website and social media.

If you are a ticket-holder, please know we are committed to helping you as soon as possible. We ask for your patience and understanding as our team works to address your requests and inquiries. **Our Box Office will contact patrons in chronological order of performance date with available options.**

These options will be available after the dates of performances have passed.

Please note the Box Office is closed to the public, and in-person service and inbound phone service is unavailable. Email service at boxoffice@brampton.ca is available Monday to Saturday, 10 AM - 6 PM.

ACCOUNT CREDIT

Patrons who would like an account credit can email the [Box Office](#) with:

- Request for account credit
- Order number and/or phone number

Once the account credit has been processed, a transaction receipt will be emailed. The account credit can be applied to any future performance, based on availability, and does not expire.

DONATION

Patrons who would like to donate the value of their tickets to our [Youth Ticket Subsidy Program](#) can email the [Box Office](#) with:

- Request to transfer the ticket value to a donation
- Order number and/or phone number

For donations over \$25, an official donation receipt will be issued. We will contact you to confirm details.

REFUND

Patrons who would like a refund can email the [Box Office](#):

- A request for a refund
- Order number and/or phone number

We will contact you to confirm details. Do not share your credit card information by email.