



Presidio Theatre Ticketing Policies

Purchase in Advance

Performances at Presidio Theatre frequently sell out. We recommend that our patrons purchase their tickets in advance. We can occasionally release seats for sale if a show is pre-sold out, however, we cannot guarantee this. Tickets for all shows can be accessed via the appropriate show page on our website.

Presidio Theatre tickets that are held at Will Call must be claimed at the theatre box office prior to the performance. If you have a “Print at Home” or “Mobile ticket”, please proceed directly to ushers with ticket scanners with your scanning code ready. If you have mobile tickets, please turn the brightness up on your phone screen for ease of scanning.

Purchasing by Phone:

We encourage our patrons to buy online whenever possible at www.presidiotheatre.org. If you wish to purchase tickets by phone, please call City Box Office at **415.392.4400**. Phone hours are 9:30am – 5pm Weekdays and 12pm – 4pm Saturdays.

Purchasing in Person During Business Hours:

Tickets for most events at the Presidio Theatre are available through City Box Office. City Box Office is located in the heart of the Civic Center at 180 Redwood Street, Suite 100, San Francisco, CA 94102. Walk in hours are between 9:30am – 5pm Weekdays and 12pm – 4pm Saturdays (excluding holidays). They will be happy to assist you with your ticket purchase. You may wish to call **415.392.4400** to check ticket availability before visiting in person.

Purchasing at the Door during a show:

Tickets may be purchased at the door, subject to availability. The Presidio Theatre’s Box Office opens one hour before the show.

Exchanging Tickets / Refunds:

Tickets cannot be refunded unless an event is canceled or has a change of date/time. Exchanging tickets is possible but not guaranteed and an Exchange Fee may apply. To exchange tickets to a Presidio Theatre production, please call **415.392.4400** at least 24 hours prior to performance time. Note: No refunds are available for events stopped due to *force majeure*.

Third Party Vendors

If you've booked your ticket through a third party vendor such as TodayTix, Goldstar, or On The List, please note that your seat will be assigned upon arrival at the theatre. If there is an issue with your purchase, please contact the vendor directly.

Accessibility

Presidio Theatre is fully accessible to persons in wheelchairs. Presidio Theatre is able to accommodate a person in a wheelchair and up to two attendants in a designated section of the lower seating area. These seats may be purchased online or by phone. If there are particular questions regarding accessibility of any kind, please contact City Box Office at **415.392.4400**. We strongly recommend calling the box office with any questions at least a day in advance of your performance date to ensure the most ease on the day of the performance.

Group Rates

Special group and student prices may be available depending on the show. Please read all pertinent show information.

Seating

We recommend patrons arrive approximately a half hour prior to curtain. Late seating may be available; however, this policy may differ from show to show. General Presidio Theatre policy is to make every effort to seat late patrons without disturbing those patrons who have arrived on time. Late patrons will be seated by the house manager at their discretion.

Contacting the Box Office

For questions regarding your purchases, your ticket order, the venue or surrounding area, please call City Box Office at **415.392.4400** or email **help@cityboxoffice.com**.