

# HAMILTON

Jacksonville • Times-Union Center

September 29 – October 17, 2021

Frequently Asked Questions

## **When is HAMILTON coming to the Times-Union Center?**

September 29 – October 17, 2021

## **When do tickets go on sale?**

Tickets will be available online starting at 10:00 a.m. ET on June 3, 2021 to the general public.

## **Where can I purchase tickets?**

Online only at [fscjartistseries.org](http://fscjartistseries.org) - If you purchase tickets from any other source, we cannot guarantee your seats.

If you need ADA seating accommodations, please call (904) 632-5000. Phone lines will be open for ADA seating only, 10 a.m. to 4:30 p.m. Please note that if you receive a busy signal we encourage you to keep trying to reach us until you are able to get through. We thank you for your patience in this matter.

## **How much do tickets cost?**

Tickets range from \$71.00-419.00. \*Full pricing chart and map at the bottom of this FAQ.

## **I found tickets online that are twice as expensive as your listed ticket prices!**

Please note that [www.fscjartistseries.org](http://www.fscjartistseries.org) is the ONLY authorized source for HAMILTON tickets in Jacksonville. If you purchase tickets from any other source, we cannot guarantee your tickets.

## **Is there a ticket limit?**

Yes- there is an eight (8) ticket limit per household/account for HAMILTON.

### **What is the process for ordering tickets online?**

Due to anticipated demand, patrons will encounter a virtual waiting room before entering, getting placed into the purchase queue. See below for complete details for online ticket purchase path:

- **Join the online waiting room at [fscjartistseries.org](https://fscjartistseries.org)**
  - When you visit [fscjartistseries.org](https://fscjartistseries.org), you will be automatically placed in the virtual waiting room. All patrons in the waiting room before 10 a.m. ET will automatically receive a random place in the purchase queue. Once your number in the purchase queue is assigned, you will remain in that place as you approach the front of the line. Patrons visiting [fscjartistseries.org](https://fscjartistseries.org) after 10 a.m. ET will be placed in order received at the back of the line. If by chance you are still in the waiting room and the tickets are no longer available, you will be notified with a message on your screen.
- **Register for an account or make sure you know your login information.**
  - Prior to entering the purchase page you will need to register for a new account or sign into your existing account.
- **Find your tickets**
  - There is a maximum purchase limit of 8 tickets per household/account. Please note: You will be assigned the best available seats in the price level you choose. You will not be able to select your own seats. Once you have tickets in your cart, you will have 20 minutes to purchase those seats. You will only be allowed to make one transaction, so please add all tickets to your cart before entering your payment information and checking out. You will be asked to log in with your FSCJ Artist Series account or create a new one, if you haven't already done so, before completing your transaction. There will be no guest checkout for HAMILTON—a FSCJ Artist Series account is required to complete your purchase.

### **Why are you using a virtual waiting room and randomly sorting everyone in line?**

This is an important tool for managing high volume, combating ticket brokers and it guarantees you keep your virtual place in line. You will get regular updates on your wait time and ticket availability.

### **Are there group sales available if I want to purchase more than the ticket limit?**

We are not accepting group sales requests for HAMILTON.

**Will there be a lottery?**

There will be a lottery for this engagement – details will be available at a later date.

**Will more tickets be released later?**

Additional seats may be made available for sale closer to the engagement. Patrons are advised to join our eClub to receive the most up to date information and check <https://www.fscjartistseries.org/> for late release tickets which may become available closer to the engagement.

**Can I get on a waiting list for tickets?**

There is no waiting list for HAMILTON tickets.

**What if I can't attend my purchased performance?**

In the event we need to cancel any performance for any reason, you will have the option to receive a gift certificate, donate the value of your ticket or receive a refund.\*\*

If your performance is postponed or rescheduled, we will automatically move your tickets to the new performance date(s). If you are unable to attend the new dates, we will work with you to find a solution, which may include an exchange into an alternate performance or a gift certificate to apply for a future performance.

If you or a member of your party exhibit symptoms of COVID-19, or have been exposed to someone diagnosed with COVID-19, we will work with you to find a solution, which may include an exchange into an alternate performance or a gift certificate to apply for a future performance.

*\*\*Please note: refunds are only available for tickets purchased through FSCJ Artist Series and for the original account used to purchase. Some restrictions may apply. Refunds including payment by gift certificate will be for the base ticket price inclusive of facility fee and exclusive of service charge.*

**Are there any discounts available?**

There are no discounts for HAMILTON.

**What is the running time for HAMILTON?**

Running time is 2 hours and 45 minutes including intermission.

**Is there an age recommendation?**

Hamilton is recommended for ages 10+. The show contains some strong language. Every patron, regardless of age, must have a ticket.

**Is the original Broadway cast performing in the tour?**

The Jacksonville production of HAMILTON is part of the national tour. Casting for the tour reflects the same talent, attention to detail and high quality as the Broadway production. We encourage you to check out HAMILTON's tour schedule at the official HAMILTON page.

For more information about the cast in this U.S. tour, visit <https://hamiltonmusical.com/us-tour/>

**What if I can't find my tickets or they get lost in the mail?**

Tickets that have not been received, for any reason, including lost or stolen, will be held at Will Call under the original account-holder name as a Seat Location Pass, and may be picked up with a valid photo ID beginning 90 minutes prior to curtain time on the performance date ONLY. No exceptions.

**How and when will I receive my tickets?**

Tickets will be mailed to the address provided when you check out, starting two months prior to the first performance. E-Tickets or print at home tickets are not available.

**I have tickets to HAMILTON from the postponed performance. Can I use those tickets for the rescheduled performance?**

No, tickets purchased through FSCJ Artist Series, will be re-issued and mailed to the original account holder closer to your performance date. Valid tickets for the rescheduled performances September 29 - October 17, 2021 will be pink and will display the rescheduled dates. The tickets will also have a special QR Code that will be scanned for admission.

**Will there be an ASL performance?**

Yes, the signed interpreted performance is Sunday, October 3, 2021 at 7:30 p.m.

**Where can I learn more about HAMILTON?**

Website: [HAMILTONMusical.com](http://HAMILTONMusical.com)

Facebook: [HAMILTONMusical](https://www.facebook.com/HAMILTONMusical)

Instagram: [HAMILTONMusical](https://www.instagram.com/HAMILTONMusical)

Twitter: [@HAMILTONMusical](https://twitter.com/HAMILTONMusical)

**Warning about unofficial ticket sellers:**

The ONLY OFFICIAL website for purchasing tickets to HAMILTON at the Times-Union Center is [www.fscjartistseries.org](http://www.fscjartistseries.org). Purchasing tickets from any other seller or website runs a high risk of receiving fraudulent tickets or paying extremely inflated prices. Ticket buyers who purchase tickets from a ticket broker or any third party should be aware that the FSCJ Artist Series is unable to reprint or replace lost, replicated, or stolen tickets and is unable to contact patrons with additional information. If you arrive at a FSCJ Artist Series performance with a fraudulent ticket, you will not be allowed entry.

**Accessibility seating:**

Phone lines will be open for ADA seating only, 10 a.m. to 4:30 p.m. Please call for assistance with accessible seating at (904) 632 -5000. Please note that if you receive a busy signal we encourage you to keep trying to reach us until you are able to get through. We thank you for your patience in this matter.

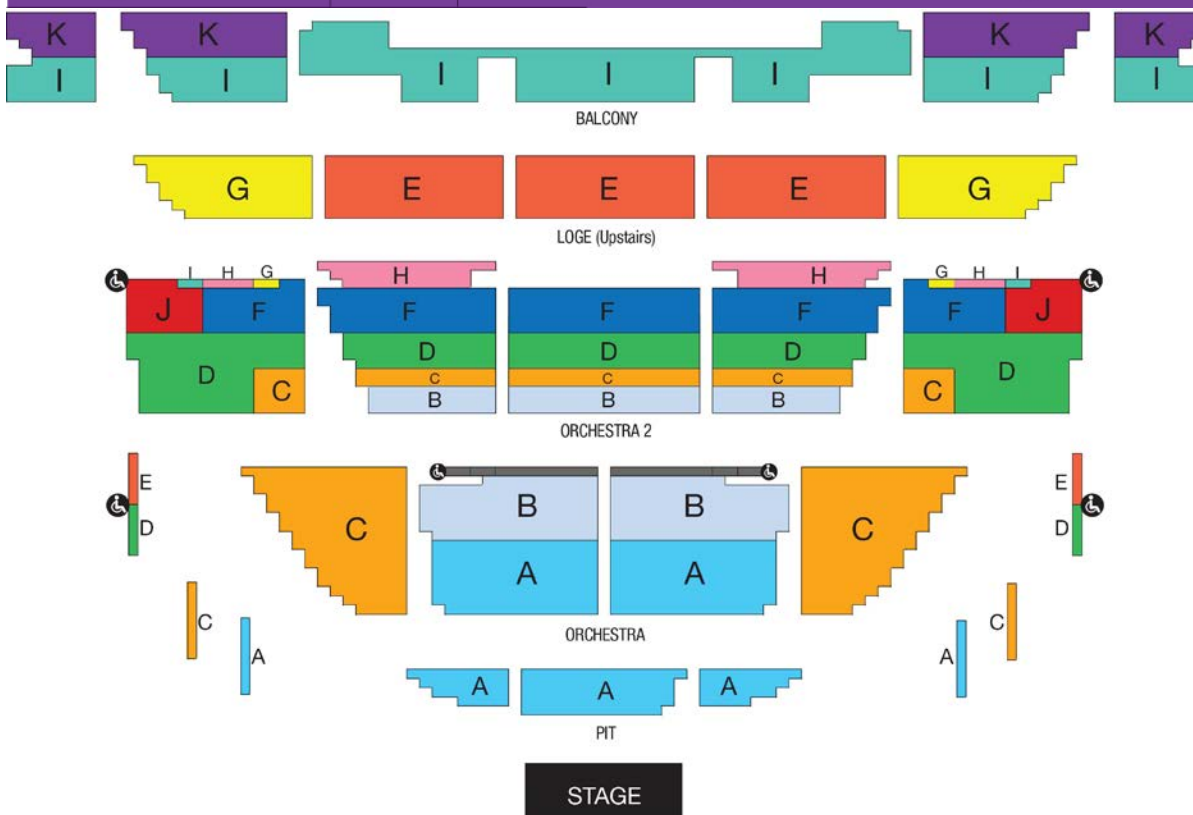
**Safety and Security at the theater:**

Masks are required to be worn by all patrons while in the venue. Other COVID-19 related health protocols may be in effect at the time of performance, including, without limitation, required: temperature checks, testing, confirmation of prior travel to restricted areas and/or confirmation of no known symptoms of and exposure to COVID-19. We reserve the right to unilaterally make changes to health protocols according to updated public health guidance and applicable law. Future updates will be provided to ticket holders prior to the performance. Any ticket holder who does not comply with any COVID-19 related health protocol will be required

to leave the theater. Guests with accessibility questions, or who require additional assistance related to the venue’s COVID-19 policies may email [info@fscjartisteries.org](mailto:info@fscjartisteries.org) or call (904) 632-5000. Please note: This event is being planned at full capacity, subject to applicable law and governmental approval. For more information visit <https://www.fscjartistseries.org/safety-and-security-protocols>

**Week 1 & 2 Pricing: 9/29/2021 - 10/10/2021**

Area		Price
Orchestra 1	A	\$399.00 includes Facility Fee+20.00 Service Charge = \$419.00
Orchestra 1&2	B	\$399.00 includes Facility Fee+20.00 Service Charge = \$419.00
Orchestra 1&2	C	\$249.00 includes Facility Fee+19.00 Service Charge = \$268.00
Orchestra 2	D	\$249.00 includes Facility Fee+19.00 Service Charge = \$268.00
Loge	E	\$249.00 includes Facility Fee+19.00 Service Charge = \$268.00
Orchestra 2	F	\$249.00 includes Facility Fee+19.00 Service Charge = \$268.00
Loge	G	\$149.00 includes Facility Fee+18.00 Service Charge = \$167.00
Orchestra 2	H	\$149.00 includes Facility Fee+18.00 Service Charge = \$167.00
Balcony	I	\$149.00 includes Facility Fee+18.00 Service Charge = \$167.00
Orchestra 2	J	\$99.00 includes Facility Fee+13.00 Service Charge = \$112.00
Balcony	K	\$99.00 includes Facility Fee+13.00 Service Charge = \$112.00



Week 3 Pricing: 10/12/2021 – 10/17/2021

Area		Price
Orchestra 1	A	\$349.00 includes Facility Fee+20.00 Service Charge = \$369.00
Orchestra 1&2	B	\$199.00 includes Facility Fee+18.00 Service Charge = \$217.00
Orchestra 1&2	C	\$179.00 includes Facility Fee+18.00 Service Charge = \$197.00
Orchestra 2	D	\$149.00 includes Facility Fee+18.00 Service Charge = \$167.00
Loge	E	\$149.00 includes Facility Fee+18.00 Service Charge = \$167.00
Orchestra 2	F	\$119.00 includes Facility Fee+16.00 Service Charge = \$135.00
Loge	G	\$119.00 includes Facility Fee+16.00 Service Charge = \$135.00
Orchestra 2	H	\$99.00 includes Facility Fee+13.00 Service Charge = \$112.00
Balcony	I	\$99.00 includes Facility Fee+13.00 Service Charge = \$112.00
Orchestra 2	J	\$59.00 includes Facility Fee+12.00 Service Charge = \$71.00
Balcony	K	\$59.00 includes Facility Fee+12.00 Service Charge = \$71.00

