

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

Will there be a lottery?

Yes, the #HAM4HAM digital lottery in Jacksonville will begin in conjunction with the show's first performance (September 29). A limited number of tickets will be available for every performance for \$10 each. The digital lottery will open at 10 a.m. Friday, Sept. 17 and will close at 12 p.m. on Thursday, Sept. 23 for tickets to performances Sept. 29 – Oct. 6 (**HAMILTON** performances begin on a Wednesday). Subsequent digital lotteries will begin on each Friday and close the following Thursday for the upcoming week's performances.

HOW TO ENTER

- Use the official app for **HAMILTON**, now available for all iOS and Android devices in the Apple App Store and the Google Play Store (<http://hamiltonmusical.com/app>).
- You can also visit <http://hamiltonmusical.com/lottery> to register.
- The lottery will open at 10 a.m. every Friday and will close for entry at 12p.m. the next Thursday prior to the following week's performances.
- Winner and non-winner notifications will be sent between 1 p.m. and 4 p.m. every Thursday for the upcoming week's performances via email and mobile push notification. Winners will have two hours to claim and pay for their ticket(s).
- No purchase or payment necessary to enter or participate.
- Each winning entrant may purchase up to two (2) tickets.
- Only one entry per person. Repeat entries and disposable email addresses will be discarded.
- Lottery tickets may be picked up at will call beginning 90 minutes prior to the performance with a valid photo ID. Lottery tickets void if resold.
- All times listed are in eastern time zone.

ADDITIONAL RULES

Patrons must be 18 years or older and have a valid, non-expired photo ID that matches the name used to enter. Tickets are non-transferable. Ticket limits and prices displayed are at the sole discretion of the show and are subject to change without notice.

Lottery prices are not valid on prior purchases. Lottery ticket offer cannot be combined with any other offers or promotions. All sales final - no refunds or exchanges. Lottery may be revoked or modified at any time without notice. No purchase necessary to enter or win. A purchase will not improve the chances of winning.

Where can I purchase tickets?

Online only at 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.

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

Please note that 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.

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

We are not accepting group sales requests for HAMILTON.

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

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. 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 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.fscjartisteries.org/safety-and-security-protocols>

