

emBODY PROJECT THEATRE

TICKETING & ATTENDANCE POLICY

embodyprojecttheatre.com · embodyprojecttheatre@gmail.com

Applies to: All emBODY Project Theatre ticket holders and event attendees · Last updated: June 2026

emBODY Project Theatre produces intimate, research-driven work. Our events are intentionally scaled: capacity is limited, runs are short, and the relationship between performer, audience, and space is central to how the work functions. This policy sets clear expectations while staying aligned with our commitments to care, access, and financial sustainability.

1. TICKET PURCHASES

Unless otherwise noted, tickets are non-refundable once purchased. Ticket types (general admission, student, pay-what-you-can, and any event-specific categories) will be clearly listed with each event. Some events are free with RSVP or structured on a pay-what-you-can basis; those details will appear on the event page or ticketing platform. Content advisories and age recommendations, where applicable, are listed on the event page consistent with our Accessibility and Accommodations Policy. If you believe a ticket was purchased in error, contact us as soon as possible. We cannot guarantee adjustments, but we will review each situation with care.

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2. EXCHANGES & CREDITS

Because our events often have limited seating and short runs, we cannot guarantee exchanges for a different performance date. Where capacity and schedule allow, we may offer an exchange to another performance of the same event or a credit toward a future emBODY Project Theatre event. Exchanges and credits are not guaranteed and are typically only possible when requested at least seven days before the scheduled performance. Details for specific events may vary and will be noted where tickets are sold.

This seven-day guideline applies to ordinary exchange requests. If you need to exchange or credit a ticket due to illness, our Illness Policy governs instead: contact us as early as possible, including last-minute, and we will work with you without the seven-day requirement.

3. CANCELLATIONS & POSTPONEMENTS

If emBODY Project Theatre must cancel a performance or event, ticket holders will be notified via the contact information provided at purchase. We will offer either a ticket to a rescheduled performance or a refund or credit appropriate to the situation. If an event is postponed rather than cancelled, we will inform ticket holders of the new date and provide clear options to transfer tickets or request a credit or refund. In cases of severe weather, public health concerns, or venue issues, we will follow local guidance and venue policies and update ticket holders as promptly as we can.

4. LATE ARRIVALS & MISSED PERFORMANCES

Our events frequently take place in small or flexible spaces where late seating is genuinely disruptive to performers and fellow audience members. Late seating is not guaranteed. When possible, late arrivals may be seated at an appropriate pause in the performance at the discretion of front-of-house staff. If you arrive late and seating is not possible, we are generally unable to offer refunds. If you know in advance that you may be delayed, you are welcome to contact us, though we cannot promise to hold seats beyond the posted start time.

5. SEATING

Seating information will be listed with each event. General admission events are first-come, first-served within the venue. Reserved seating events, when used, will specify the section or seat on your ticket. We aim to honor seating selections, but in the event of technical issues, accessibility needs, or venue changes, we may adjust

assignments. If you have specific seating needs such as aisle seating, proximity to exits, or distance from speakers, please let us know in advance and we will do our best to accommodate within the limits of the space.

6. PAY-WHAT-YOU-CAN & DISCOUNTS

We balance financial sustainability with genuine access. For events, we offer pay-what-you-can or sliding-scale tickets, student, artist, and community discounts, and a limited number of complimentary or reduced-cost seats. Eligibility and availability are listed on each event page. If cost is a barrier, reach out. We cannot guarantee free or reduced tickets for every event, but we are committed to finding options when possible.

emBODY Project Theatre is proud to participate in Mass Cultural Council's Card to Culture program in collaboration with the Department of Transitional Assistance, the Department of Public Health's WIC Nutrition Program, the Massachusetts Health Connector, and hundreds of organizations across the Commonwealth. We believe theatre belongs to everyone. Cost should never be the thing that keeps someone out of the room.

EBT, WIC, and ConnectorCare cardholders receive free admission to all emBODY Project Theatre productions and events. Reserve your tickets online or present your card at the door. See the [complete list of participating organizations](#) offering EBT, WIC, and ConnectorCare discounts.

7. TICKETING PLATFORMS & FEES

We may use third-party ticketing platforms to process reservations and payments. These platforms may charge processing or service fees that are not controlled by emBODY Project Theatre; any such fees will be visible at checkout. emBODY does not collect or store your payment card information; that is handled directly by our ticketing platform's secure systems. Questions about charges should first be directed to the ticketing platform. For further clarification, contact us directly and we will assist as best we can.

8. ACCESSIBILITY & ACCOMMODATIONS

Venue details and known access information are listed on event pages whenever possible. If you have specific access needs (wheelchair access, seating preferences, sensory considerations, or support needs), please contact us before or after purchasing a ticket so we can discuss what may be possible for that event. We cannot guarantee all accommodations such as ASL interpretation or live captioning at every performance, but early communication gives us the best chance of finding solutions or alternatives. See also our Accessibility and Accommodations Policy.

9. COMMUNITY STANDARDS AT EVENTS

By purchasing a ticket or attending an emBODY Project Theatre event, you agree to treat artists, staff, and fellow attendees with respect; refrain from harassment, hateful speech, or disruptive behavior; and honor any guidelines specific to the event, such as photography, recording, or participation boundaries. We reserve the right to ask individuals to leave an event without refund if their behavior violates our Community Conduct and Care guidelines or significantly disrupts the experience for others. How such concerns are handled, including confidentiality and escalation, is set out in full in our Community Conduct & Care Policy.

10. QUESTIONS

If you have questions about this policy or a specific event, please reach out. We would rather you ask in advance than stress on the day of the show.

Corinne M. Mason, Artistic Director

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