

# The Nutcracker Show and Tickets Sale FAQ

1. **How do I purchase tickets?**
  - a. **Online:** Tickets cost \$22 each and can be purchased on our website (exhaledance.com) with a major credit card until November 18th. If there are any remaining tickets they can be purchased for \$25 in person at the tech/dress rehearsal or at the door the day of the show.
2. **Do I need to pay for a young child's ticket?**
  - a. *Children under the age of two* are allowed to attend the Nutcracker for free. However, they will not receive their own seat and need to sit on a family member's lap. If you wish for them to receive their own seat, then you must purchase a ticket for your child.
3. **I paid for my seats online, when will I receive my ticket?**
  - a. All tickets sold before the 18th will be sent home with the dancer. After that tickets will only be sold in-person and purchasers will be able to take the tickets home with them that day.
  - b. **Lose your ticket?** You can find your reservation at the door under the dancer's name. Not seeing a particular dancer? Email office@exhaledance.com
4. **Where are my seats?**
  - a. The show will be general admission, meaning you are not assigned a seat and may choose where to sit. The number on your ticket does not represent a seat number
5. **Dropping off your dancer/s before the show:**
  - a. **How/when should my child arrive for the show?** Preschool and kindergarten should arrive at 12:30pm. TJB I and up should arrive by 12:00pm. Dancers should arrive in their first costume, ready to perform, with their makeup and hair already done. Please do not pack anything for your child. We will have bottles of water available for the dancers.
  - b. **Why do I have to drop my child off early?** Dropping your child off early ensures that everyone is stress free and ready for the show. The dancers get a chance to destress, enjoy their friends' company, and relax before the show. This also gives families a chance to relax before the show and find their seats!
  - c. **Who will be watching the dancers?** There will be qualified chaperones backstage with the dancers.
  - d. **What will dancers do while they wait to perform?** There will be crafts, coloring pages, and games for the children to play while they are waiting to perform. This is going to be a wonderful experience for everyone involved in the show!
6. **When/how do I pick up my dancer after the show?**
  - a. To eliminate confusion, guardians will not be allowed backstage to pick up. When the show ends, dancers will be dismissed into their designated area.
  - b. Preschool and Kindergarten students will be released to parents during intermission. They will be called by name and released to a guardian at the front of the stage (unless otherwise noted in the form that went out in early November.)
  - c. After the show, TJB I + II, Hip-Hop 1, and any Kindergarten and Preschoolers left with us will be dismissed to the audience by name. TJB III, Preteen + Teen Hip-Hop, and EDC will be picked up in the band hallway. (Please follow signs and listen closely for directions.)
  - d. *Thank you* for being patient while we dismiss the dancers, we want to ensure their safety and make sure everyone finds their grown-up.
7. **How long is the show?**
  - a. Our shows are roughly an hour and a half long. Since the Nutcracker starts at roughly 1pm it should be over by 3pm at the latest.

