

# Terms of Use

Thank you for purchasing from The Lorain Palace Theatre.

Please note the following Terms Of Use. By accessing or using our website ([www.LorainPalace.Showare.com](http://www.LorainPalace.Showare.com)), or our services, you hereby agree to be bound by these Terms and Conditions and all terms incorporated herein by reference. It is the responsibility of the User, Customer, or Prospective Customer to read the Terms and Conditions before proceeding to use this site. If you do not expressly agree to all of the Terms and Conditions, then please do not access our site or our services.

The present Terms and Conditions is a legal agreement between you and The Lorain Palace Theatre. This agreement annuls and voids all previous agreements.

- 1. All sales are final.** No request for cancellations, changes or refunds is accepted.
- 2.** The Lorain Palace Theatre does not mail tickets.
- 3.** If your tickets are to be "held at will call", they will be at the venue box office at the time of performance. The box office is usually open no later than 60 minutes before curtain time. It would be helpful if you can arrive early to allow for parking and to avoid the last minute rush. The box office cannot be guaranteed to be open more than 30 minutes after curtain time.
- 4.** You must have the credit card you used for the purchase or a photo ID with you for identification. If someone else is picking up the tickets, either that same credit card or a photocopy of it with an authorization note from you must be presented. It would also be helpful to have with you a copy of your order confirmation and the confirmation number.
- 5.** In the event that a performance is either cancelled or postponed, The Lorain Palace Theatre will make every effort to contact every patron via e-mail, time permitting.
- 6.** While The Lorain Palace Theatre regrets the inconvenience caused by these circumstances, The Lorain Palace Theatre cannot be held responsible for any cost or damage such postponement or cancellation may incur. Similarly, the conduct of events and performances for tickets purchased is the sole responsibility of the events' organizers and venue operators, The Lorain Palace Theatre cannot be held responsible or liable for injuries, loss or damages incurred by patrons while attending these events.
- 7.** Refunds on tickets purchased are made for a cancelled event only. In all instances when a ticket is refunded, only the base cost of the ticket can be refunded.
- 8.** All patrons purchasing from The Lorain Palace Theatre must do so in the light of the above limitations.