

# California Community Theatre

Top Ten (or More) List

## Tips for Cancelling a Performance at Your Theatre

This is a list of successful tips and advice for  
Cancelling a Performance at Your Theatre

**California**  
**Communi****hea re**

# Tips for Cancelling a Performance at Your Theatre

- We try and find an alternate date to perform. If that is not possible, then any tickets sold for the cancelled performance date are refunded.
- We offer to reschedule any patrons but will give credit or refund if asked for.
- We generally try to call and reschedule all guests before they arrive at the theater.
- We will reschedule as many as possible and refund the remainder if they so request.
- Use Facebook to notify patrons and attendees. Word gets out quicker that way.
- Guests can forfeit their tickets and consider the purchase a donation to the theatre. You can also use that language in lieu of offering refunds.
- For a cast member emergency, Director and Artistic Director should determine if there is someone to step in and perform the role on book before deciding to cancel the show.
- If it's the last performance or performance weekend, offer tickets to another production in the season rather than reschedule for that production.
- Make sure you always have patron's phone numbers when they purchase tickets in case you need to call them for a cancelled performance.
- Notify of a cancelled performance by email, phone and posting on the website. Also, put up a sign at your box office.