



UNITED PLAYERS
OF VANCOUVER

FREQUENTLY ASKED QUESTIONS / TERMS

Tickets:

All ticket sales are final.

As of April 2026, and for the 2026/27 season, all phone request for tickets will be discontinued and all bookings must be made online.

Tickets for individual shows will be held at the Box Office (tickets are not sent via email).

If you do not receive confirmation of your online order, please check your junk/spam email folder and then email patronservices@unitedplayers.com if you have still not received a confirmation.

Date changes:

All ticket sales are final.

It may be possible to move your booking to another performance or show in the same season. (subject to availability) by emailing patronservices@unitedplayers.com.

Changes are subject to availability and must be made at least 48 hours in advance of the booked show.

Season Ticket Holders:

Please note: Having a season ticket does not guarantee you a seat!

Seats are booked on a first come first served basis, and as we are selling out performances regularly, please make sure to BOOK YOUR SEAT EARLY!

We strongly encourage season ticket holders to make their reservations online as early as possible. As of April 2026, and for the 2026/27 season, all phone reservations will be discontinued and all reservations must be made online.

Steps to book online using your season tickets are as follows:

1. Please visit www.unitedplayers.com
2. Scroll down to select the show that you wish to attend and select the "buy tickets" button.
3. Click the circle beside the date of the performance you wish to attend to select.
4. Click the + button for Season Subscriber to select the correct number of tickets.
5. Click on PLACE ORDER.
6. On the next screen click on CONFIRM ORDER.
7. Enter your name and contact details, then click on CONFIRM ORDER again.
8. You will see a confirmation overview and receive a confirmation email soon.
9. The Box Office team will cross reference your information in our database and reach out via email if we have any concerns.

If you do not receive confirmation of your online order, please check your junk/spam email folder and then email patronservices@unitedplayers.com if you have still not received a confirmation.

If you are having difficulties booking online or need to move an existing booking to a different date (subject to availability), please email patronservices@unitedplayers.com.

Seating & Accessibility at Jericho Arts Centre:

Seating is general, or festival seating (first come first served).

The Jericho Arts Centre is wheelchair accessible. When reserving, please email patronservices@unitedplayers.com to inform us that you are using a wheelchair or scooter and we will make appropriate seating adjustments. Your party may be seated nearby but not directly next to you.

As floor level seating is extremely limited, those who are unable to climb the risers will be given priority over other accessibility requests.

For donors of \$500+, seating requests are subject to availability.

continued...

Previews before the opening of the show:

A preview performance at United Players is a final rehearsal before the show opens the following day. It is important for the company to receive feedback from a live audience before opening.

The \$20 preview price, which is less than the usual show prices, reflects the fact that this performance is considered a final rehearsal.

Senior and Student ticket categories:

A student ticket covers all children and young adults at school with ID. If a child can sit on a parent's lap, a ticket is not needed.

Senior tickets are for our mature patrons aged **65+**.

Sold out performances:

If a performance is sold out online, please contact patronservices@unitedplayers.com to inquire about being added to a waitlist.

Performance running times:

Performance running times are listed on the applicable webpage for each show once that information is known.

Box Office hours:

The box office at the theatre opens one hour before a performance: at 7:00 pm for an 8:00 pm performance, and at 1:00 pm for a 2:00 pm performance.

Ticket sales close 2 hours before a performance begins. Once ticket sales close, there may still be tickets available if you inquire in person at the theatre.

Parking:

There are paid lots, paid street parking near the theatre and some limited free street parking.

EasyPark lots #69

(Lots beside the theatre & to the north, nearer the beach) – current rates are:

April 1 to September 30 (Monday to Sunday and Holidays)

6am to 10pm: \$3.75 per hour/Maximum \$14.25

October 1 to March 31 (Monday to Sunday and Holidays)

6am to 10pm: \$2.75 per hour/Maximum \$7.75

If our shows go beyond 10pm you will not be ticketed!

Street parking on NW Marine Drive:

Rates are about \$1.15 per hour (using the ZipBy app) or \$1.00 per hour directly through the machine

Translink

JAC is accessible by bus in the evening:

Bus Route #4 Downtown/Powell/UBC

www.translink.ca/schedules-and-maps/route/4/direction/0/schedule

Bus Route #84 VCC-Clark Station/UBC

www.translink.ca/schedules-and-maps/route/84/direction/0/schedule

From the bus stop on West 4th Avenue, it is a 500m walk (about 6 minutes) to the theatre.

Lost Property:

To inquire about lost items that may have been left at the theatre, please email

info@unitedplayers.com with a description of the item and the date of the performance you attended.

Dining at NUBA Taverna:

Show your email booking confirmation for a 15% DISCOUNT on food (on the day of the performance).

Valid at the Kitsilano location only: 3116 W Broadway Ave, Vancouver BC 604-336-1797 www.nuba.ca