



UNITED PLAYERS
OF VANCOUVER

TERMS & CONDITIONS / FREQUENTLY ASKED QUESTIONS

Ticket Purchases and Reservations:

- * All ticket sales are final.
- * All single ticket purchases and season ticket holder reservations must be made online. We are unable to accept reservations by phone.
- * All tickets are issued as e-tickets and sent by email. Simply print your ticket at home or show it on your smartphone when you arrive at the theatre. As all tickets are sent electronically, tickets are not available for "will call" or pickup at the box office.
- * If you do not receive your ticket confirmation email, please check your junk or spam folder first. If you still cannot locate it, please contact us at patronservices@unitedplayers.com

Season Ticket Holders:

- * Your season ticket gives you access to performances throughout the season, however reservations must be made online for each show. Since seating is not assigned and the number of seats is limited, reservations are accepted on a first-come, first-served basis.
- * Subscribers receive a personal subscriber code to use when making online reservations. If you cannot locate your subscriber code, please email patronservices@unitedplayers.com
- * We recommend booking early to avoid disappointment. All shows for the 2026/27 season are available to book online as of August 10th, 2026.

For step-by-step instructions on booking online, please refer to our [step-by-step guide](#).

- * If you do not receive your ticket confirmation email, please check your junk or spam folder first. If you still cannot locate it, please contact us at patronservices@unitedplayers.com
- * Requests to change your reservation to another date/time or to cancel your reservation must be made by email to patronservices@unitedplayers.com at least 72 hours before your scheduled performance and are subject to availability. Exchanges cannot be processed after your scheduled performance date and time has passed.

Senior and Student ticket categories:

- * Student tickets are available to children and students currently attending school with valid student identification. Young children who can sit comfortably on a parent or guardian's lap do not require a ticket.
- * Senior tickets are available to patrons aged 65 and over.

Invite-a-Friend Passes and Complimentary Ticket Vouchers:

- * To redeem an Invite-a-Friend Pass or a Complimentary Ticket voucher, please email patronservices@unitedplayers.com with your preferred performance date and time.

Group discounts:

- * A 10% discount is available for groups purchasing 10 or more tickets for a single performance.
- * The group organizer will receive one complimentary ticket.
- * To learn more or arrange a group booking, please contact patronservices@unitedplayers.com
- * Full payment is required no later than 7 days prior to the performance.
- * Group seating: Due to the size and configuration of our theatre, reserved group seating is not available. If your group wishes to sit together, we recommend arriving early.
- * Please note: Group discounts do not apply to season ticket purchases.

Date changes:

- ✳️ **All ticket sales are final.**
- ✳️ If your plans change, we may be able to move your reservation to another performance of the same production or to a different show within the same season, subject to availability.
- ✳️ **Requests to change your reservation to another date/time must be made by email to patronservices@unitedplayers.com at least 72 hours before your scheduled performance and are subject to availability.** Exchanges cannot be processed after your scheduled performance date and time has passed.

Sold out performances:

- ✳️ If a performance is sold out online, please contact patronservices@unitedplayers.com to inquire about joining a waitlist.
- ✳️ Season subscribers receive priority on waitlists over single-ticket buyers.

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 that this performance is considered a final rehearsal.

Performance running times:

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

Seating & Accessibility at Jericho Arts Centre:

- ✳️ **Seating at the theatre is General Admission seating on a first-come, first-served basis.**
- ✳️ **Season ticket holders** are admitted to the seating area 30 minutes before each performance and prior to single-ticket purchasers, allowing them the first choice of available seats.
- ✳️ **Seating requests cannot be accommodated, except in the limited circumstances outlined below:**
 1. **Patrons with mobility needs:** Due to the limited number of floor-level seats, priority is given to patrons who are unable to climb the risers (for example, those who use wheelchairs, walkers or scooters, or who are otherwise unable to use stairs). Where possible, we will seat one companion or attendant nearby, though not necessarily directly beside the patron. Please contact patronservices@unitedplayers.com to request accommodations.
 - **Please note that all other members of your party will be required to select their own seats upon arrival at the theatre.**
 - We understand that some patrons may have hearing challenges; however, we are unable to reserve seating based on hearing needs. As performances are not amplified, guests who would benefit from sitting closer to the stage are encouraged to arrive early to select available seating.
 2. **Donors of \$500+:** Seating requests are subject to availability and can be submitted by emailing patronservices@unitedplayers.com.
 3. **Group seating:** Due to the size and configuration of our theatre, reserved group seating is not available. If your group wishes to sit together, we recommend arriving early.

Theatre and Box Office hours:

- ✳️ The Theatre and Box Office open one hour before each performance:
 - ✳️ **6:30 p.m.** for a **7:30 p.m.** performance
 - ✳️ **1:00 p.m.** for a **2:00 p.m.** performance
- ✳️ Online ticket sales close two hours before each performance.
- ✳️ If online sales have closed, individual tickets may still be available for purchase at the theatre. Please inquire at the box office on arrival.

Parking:

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

Rates as of August 1st, 2026, are as follows, and are subject to change:

- **EasyPark lot #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: \$4.25 per hour/Maximum \$15.75
 - October 1 to March 31** (Monday to Sunday and Holidays)
6am to 10pm: \$3.12 per hour/Maximum \$8.58
 - If our shows go beyond 10pm you will not be ticketed!**
- **Street parking on NW Marine Drive:**
Rates are approximately \$1.15 per hour (using the ZipBy app) or slightly less directly through the machine.

Translink

Jericho Arts Centre is accessible by bus during both daytime and evening hours.

- **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.

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

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.