

HAMILTON

PUBLIC ON-SALE



CarolinaTix is the ONLY authorized source for HAMILTON tickets in Charlotte. If you purchase tickets from any other source, we cannot guarantee your seating. Access HAMILTON online sales at tix.carolinatix.org/Hamilton on Aug. 1.

FREQUENTLY ASKED QUESTIONS

HOW TO BUY

WHEN IS HAMILTON COMING TO THE BELK THEATER?

Oct. 10-Nov. 4, 2018.

WHEN DO TICKETS GO ON SALE?

Wednesday, Aug. 1, 2018, at 8 AM on Blumenthal's official ticketing system – CarolinaTix. CarolinaTix is the only authorized source, and we can't guarantee your seats if you purchase through any other means.

WHERE CAN I PURCHASE?

Online through Blumenthal's CarolinaTix or in person at the Belk Theater box office.

Log in to purchase HAMILTON tickets by typing tix.carolinatix.org/Hamilton into your browser on Aug. 1 starting at 5 AM. Everyone in the Virtual Waiting Room before 8 AM will be randomly placed in line when sales open. Those arriving after 8 AM will be placed behind those who arrived earlier.

TICKETS ARE NOT AVAILABLE FOR PURCHASE BY PHONE. If you phone in for HAMILTON tickets, you will be referred to the website.

HOW MANY CAN I BUY?

Four (4) tickets is the limit. We will check all orders before mailing tickets and we will cancel orders if we discover duplicate accounts, bots or other means being used to circumvent the four-ticket limit.

HOW MUCH WILL TICKETS COST?

On-sale prices will range from \$74.50 to \$174.50 with a select number of \$434.50 premium seats available. Prices do not include tax and service fees.

WILL I BE ABLE TO PICK MY SEATS?

No. The ticketing system will assign you the best available seat(s) in your preferred performance/price zone at the time you purchase, regardless of whether you purchase online or in person.

IS THERE AN ASL OR AUDIO DESCRIBED PERFORMANCE?

Yes. Both are available on Sunday, Oct. 14, at the 1:30 PM matinee.

WHAT SHOULD I DO NOW TO GET READY TO PURCHASE?

- 1) Make sure you have an account on the CarolinaTix system and that you know your password. The name and address on your account must match the name on the credit card and billing address you use for payment.

- Confirm or Create Your account at tix.carolinatix.org/online/login.asp

If you experience any problem with your account, call 704.372.1000 between 10 AM-6 PM Monday-Saturday **BY JULY 31** or email us at haminfo@ncbpac.org. You also can make an appointment for a call back at BlumenthalArts.org/HamAppointment

- 2) Decide which performances and price zones meet your needs. Choose several options in case your first choice is not available when your turn to purchase arrives.

HOW WILL ONLINE SALES WORK?

Because of the extraordinary interest in HAMILTON, Blumenthal will use a virtual waiting room to facilitate the online sales process. Following is detailed information how online sales will work and what to do ahead of time to prepare to purchase.

Online Purchase Guide for HAMILTON

BEFORE AUGUST 1

Make sure you have an account on CarolinaTix and that you know your password. The name and address on your account must match the name on the credit card and billing address you use for payment. Check your account information at:

tix.carolinatix.org/online/login.asp

- 1) If you experience any problem accessing or setting up your account, call 704.372.1000 between 10 AM-6 PM Monday-Saturday **BY JULY 31** or email us at haminfo@ncbpac.org. You also can make an appointment for a callback at BlumenthalArts.org/HamAppointment.
- 2) Decide in advance which performances and price zones you want. Choose several performance options in case your first choice is not available when your turn to buy arrives. Click [here](#) to see the performance schedule and price zones or visit BlumenthalArts.org/HamOnSale.

PUBLIC ON-SALE WEDNESDAY, AUGUST 1

1. Type tix.carolinatix.org/Hamilton into your browser to log in to the Virtual Waiting Room.

- You can log in to the virtual waiting room starting at 5 AM Aug. 1
- You will be RANDOMLY assigned a spot in line at 8 AM.
- Buyers who log in after 8 AM will be placed behind those who logged in earlier.
- Once you are assigned a position in the virtual line, you can either leave your browser open and/or sign up to receive an email alert that it's your turn to buy.
- Any key updates on performance availability will be posted in the Virtual Waiting Room as they become available. They will appear on your screen if you have the Waiting Room tab open.

2. You will have 10 minutes to complete your order if your turn arrives.

- Don't miss your shot! Watch your email if you sign up for an alert, or keep a close eye on the Virtual Waiting room tab.
- Know which performance and price zone you want before your turn arrives.
- The credit card you use to purchase must match the name and address on your account. We will check orders and will void those where credit card name/address do not match.

3. Buy your tickets.

- The purchase limit is four (4). The use of bots, duplicate accounts or other methods to circumvent the four-ticket limit will result in cancellation of the excess tickets.
- You may choose your performance and price level. PICK-A-SEAT is not available. The system will assign you the best seat available in your chosen performance/price level at the time of purchase.
- You may split your tickets between different performances and price levels. Add all tickets to your cart before entering your payment information and checking out.

- You will be asked to log in with your CarolinaTix account to checkout. Make sure you have an account and know your password ahead of time! You can confirm/create an account at tix.carolinatix.org/online/login.asp



HOW WILL THE ON-SITE SALES AT THE BELK THEATER BOX OFFICE WORK?

On-site sales will occur at the Belk Theater Box Office on Aug. 1. Sales will be conducted using a wristband lottery and random selection of wristband numbers. Wristband distribution will begin at 5:30 AM and continue until 7 AM at the plaza in front of Belk Theater. (No overnight camping allowed.) Arrival prior to the start of wristband distribution is not advised or necessary since the Purchase Line will be based on random selection. However, you must be in the wristband line by 7 AM to get a wristband.

The Purchase Line will be organized based on RANDOM selection of wristband numbers. The first group will be pulled around 7:30 AM

There is no guarantee that everyone receiving a wristband will be able to purchase tickets. Sales will end when the available seats have all been allocated.

Get complete details on the wristband lottery at BlumenthalArts.org/HamOnSale. Select the On-Site Purchase Guide.

WHERE DO I PARK FOR THE ON-SALE?

There is garage and surface lot parking throughout uptown. Be aware that normal weekday parking rates will be in effect. The cost will vary by garage and lot. Prices are normally posted at the entry point. Most surface lots have automated payment boxes that accept credit cards. Another option is LYNX light rail. Belk Theater is a two-block walk from the Arena Station. Get more information at www.lynxcharlotte.com

WHEN WILL I RECEIVE MY TICKETS?

On Aug. 1, you'll receive an email confirmation of your order. We'll mail tickets after Labor Day in September if you purchase with a credit card. All HAMILTON tickets will be mailed to the address specified in your account. Digital delivery is not available.

If you purchase onsite using cash, your tickets will not be mailed. They will be available for pickup immediately prior to the purchased performance at Will Call. The person picking up must be the same person who bought the tickets. We will need to copy your photo ID or photograph you at the cash sales window to associate you with the purchase before completing any cash transactions on Aug. 1.

WHAT IF I CAN'T FIND MY TICKETS OR THEY GET LOST IN THE MAIL?

Tickets that have not been received, for any reason, including lost or stolen, will be held at Will

Call under the original account-holder name, and may be picked up with a valid photo ID beginning two hours prior to curtain time on the performance date ONLY. No exceptions.

PLEASE PROTECT YOUR TICKETS AFTER YOU RECEIVE THEM!

Each ticket has a one-of-a-kind barcode, and your tickets can be compromised if you share your tickets along with your personal information online. You can still share your excitement online, just make sure to #CoverTheCode by covering the bar code and any other personal information on your ticket.

I FOUND TICKETS ONLINE THAT ARE TWICE AS EXPENSIVE AS YOUR LISTED TICKET PRICES! WHAT GIVES?

If you search HAMILTON Charlotte, you will likely find many reseller sites advertising HAMILTON tickets at prices higher than those of our official site. Be aware of what site you are on before you make any purchase. CarolinaTix is the only official source of Hamilton tickets in Charlotte and if you purchase through other sources, we are not able to guarantee the validity of your seats. And you are very likely to pay far more than the face value price.

HOW CAN I BE SURE I'M ON THE OFFICIAL CAROLINATIX SITE?

A good check is to look for tix.carolinatix.org in your browser window. Reseller sites sometimes use similar URLs and graphics to fool buyers, so pay close attention and look for this exact name.

WHAT HAPPENS IF I BUY FROM A RESELLER OR BROKER?

When you purchase from a nonofficial source:

- We cannot be responsible for tickets purchased through unauthorized third parties.
- We cannot guarantee that your tickets are valid and, therefore, cannot guarantee admittance.
- We cannot replace your tickets if they are lost or stolen.
- You may be paying much more than the ticket's face value.
- We cannot contact you with information regarding time changes, show cancellations or other information.
- We cannot issue a refund to you in case of an event cancellation.

CAN I RESELL MY TICKETS IF I CAN'T GO?

Be aware, your ticket is a revocable seat license and subject to cancellation if you violate Blumenthal's resale policy. Blumenthal allows you to resell a ticket for no more than \$10 (plus any associated taxes and fees) above its face value. We regularly monitor resale sites and we void sales when we discover violations of our resale policy.

WHY IS THERE A FOUR-TICKET LIMIT?

The ticket limit is in place to allow as many people as possible the opportunity to purchase tickets for HAMILTON. Any and all transactions online or in-person that are detected to be bot purchases, patrons creating duplicate accounts in order to purchase more than four (4) tickets,

or any action that indicates a purchase in excess of the four-ticket limit may be canceled without consideration.

WHY ARE YOU USING A VIRTUAL WAITING ROOM?

This is an important tool for combating ticket brokers, and it guarantees you keep your virtual place in line. You will get regular updates on your wait time and ticket availability.

ARE GROUP SALES AVAILABLE IF I WANT TO PURCHASE MORE THAN THE TICKET LIMIT?

Group sales are not available for HAMILTON.

WILL THERE BE A LOTTERY DURING THE ENGAGEMENT?

There will be 40 seats offered for \$10 at each performance. Details will be announced closer to the engagement.

WHAT ARE LIMITED-VIEW SEATS?

Limited-view seats are in locations that may have an obstructed view of the full stage. There are very few limited view seats in Belk Theater and those will be sold last for all performances.

WILL MORE TICKETS BE RELEASED LATER?

Additional seats will be made available for sale closer to the engagement. Patrons are advised to check BlumenthalArts.org/Hamilton regularly. Click on the Buy Now button on this page to check for available seats.

CAN I GET ON A WAITING LIST FOR TICKETS?

There is no waiting list for HAMILTON tickets.

WHAT IF I CAN'T ATTEND MY PURCHASED PERFORMANCE?

All sales are final. Be sure to check the following information before completing your purchase: show title, day, date, time of performance, and number of tickets.

ARE THERE ANY DISCOUNTS AVAILABLE?

There are no discounts for HAMILTON.

CAN I PURCHASE PARKING DURING THE ON-SALE?

After the on-sale on Aug. 1, Blumenthal will contact purchasers via email with the opportunity to order parking in advance for one of our designated garages: Bank of America Corporate Center Garage or Seventh Street Station.

WHERE CAN I ENJOY DINNER OR DRINKS BEFORE OR AFTER THE SHOW?

We'll email information on dining options with our restaurant partners prior to the show.

WHAT IS THE RUNNING TIME FOR HAMILTON?

Running time is 2 hours and 45 minutes, including intermission.

IS THERE AN AGE REQUIREMENT?

Hamilton is appropriate for ages 10+. The show contains some strong language. Every patron, regardless of age, must have a ticket.

IS THE ORIGINAL BROADWAY CAST PERFORMING IN THE TOUR?

The Charlotte production of HAMILTON is part of the national tour. Casting for the tour reflects the same talent, attention to detail and high quality as the Broadway production. We encourage you to check out HAMILTON's tour schedule at [the official HAMILTON page](#).

For more information about the cast in this U.S. tour, visit:

<http://www.HAMILTONmusical.com/#tour>

WHERE CAN I LEARN MORE ABOUT HAMILTON?

Website: HAMILTONMusical.com

Facebook: [HAMILTONMusical](#)

Instagram: [HAMILTONMusical](#)

Twitter: [@HAMILTONMusical](#)