

Terms and Conditions

Ticket Purchasing

At the Sampson CenterStage Performing Arts Series website we strive to make your ticket purchasing experience as easy and convenient as possible. Please take a moment to review our policies so that you understand how our ticket buying process works.

If you have questions or need additional service, please contact the Sampson CenterStage Box Office at 910.592.7200 between the hours of 9:00 am and 4:30 pm, Monday through Friday or email us at boxoffice@sampsoncenterstage.com.

Methods of Payment

Sampson CenterStage accepts Visa, MasterCard and American Express credit or debit cards for your purchase. As other methods of payment become available, we will update this policy accordingly.

Order Confirmation

If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm with your Customer Service Department whether or not your order has been placed. Only you may be aware of any problems that may occur during the purchase process. Sampson CenterStage and the County of Sampson will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

Refunds and Exchanges

All ticket sales are final. Refunds are only given if a performance is cancelled; ticket holders are required to return their ticket(s) to the box office within 30 days of the cancelled show in order to receive a refund. In these very rare cases, every effort will be made to ensure that refunds are made to our patrons in a timely manner. All refunds will be delivered by check by mail. No cash refunds will be made. Before purchasing tickets, it is your responsibility to carefully review your seat location, event, and performance date. The purchaser agrees not to sell, resell, reproduce for sale, alter, or counterfeit tickets for any reason, and assumes all financial liability for the copying of our unique ticket.

Pricing and Availability

Throughout the duration an event is on sale on the website, the software will select the best possible seat location at that time. By utilizing our online ticketing system all ticket distribution points access the same ticketing system and inventory; therefore, tickets for popular events with a high demand may sell quickly.

Convenience Charges

A convenience fee (service charge) is assessed for each ticket purchased for the ease of purchasing tickets remotely (either on a PC or by phone). Sampson CenterStage has priced the convenience fee per ticket as low as possible so that the consumer does not pay more than is absolutely necessary.

Delivery of Tickets and Will Call

It is the policy of the Sampson CenterStage Performing Arts Series that all tickets ordered via the internet within ten (10) business days of a scheduled event shall be held in Will Call for purchaser. Will Call tickets are generally available one hour prior to the start time of the event, however, if you

wish, you may pick your tickets up at the Sampson CenterStage Box Office between the hours of 9:00 am and 4:30 pm, Monday through Friday. You will need to present the credit card used to purchase the tickets and a picture identification to pick up your tickets.

If all events in your order occur more than 10 days from now, then the tickets will be mailed to your billing address as entered above. However, tickets purchased with an address outside of the United States will be held at the Ticket Booth Will Call window for pickup. If you have selected delivery through the mail, please allow at least ten days after placing your order for your tickets to arrive. Sampson CenterStage accepts no liability in the final timely delivery by the carrier of such tickets. If you have not received your tickets within forty-eight hours of the event, please contact the Sampson CenterStage Box Office at 910.592.7200.

Occasionally, when Sampson CenterStage receives incorrect billing or credit card account information for a ticket purchase, the processing and delivery may be delayed.

Ticket Limits

When purchasing tickets through our online ticketing system, you are limited to a maximum number of tickets for each event per purchase. This ticket limit is identified on the event page and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

Terms of Use

By visiting our website(s), you agree to these terms of use. The Sampson CenterStage Performing Arts Series reserves the right to change or modify the terms of use at any time without notice.

The Sampson CenterStage Performing Arts Series and its website(s) is/are wholly owned by the County of Sampson. The software used to power this website and any files or images incorporated herein are the sole property of the Sampson CenterStage Performing Arts Series, and may not be recorded, redistributed, sold, de-compiled, or reverse engineered in any way. None of the content from the Sampson CenterStage Performing Arts Series website(s) may be copied, transmitted, or reproduced in any manner without the express written consent of the Sampson CenterStage Performing Arts Series. Any transmission, copy, reproduction, or alteration of the material or content on the Sampson CenterStage Performing Arts Series website(s) is a violation of Sampson CenterStage's copyrights. All trademarks or trade names are the sole property of the Sampson CenterStage Performing Arts Series unless otherwise stated. No reproduction or alteration of the purchased ticket(s) will be sold to a third party. Purchaser is bound by the laws of the State of North Carolina, and the Sampson CenterStage Performing Arts Series reserves the right to pursue, to the fullest extent of the law, all penalties allowable for anyone caught counterfeiting, reproducing for sale, or altering tickets for unpaid or illegal entry into an event. All materials and content on the sampsoncenterstage.com website(s) are provided "as is" and no guarantees or warranties of any kind are expressed or implied. The Sampson CenterStage Performing Arts Series does not guarantee in any way that service will not be interrupted or free of error. The Sampson CenterStage Performing Arts Series will strive to ensure that content is error free, but acknowledges that mistakes may be made, and does not assume any liability for errors on the website(s). The user of the website agrees that any costs related to any damage to user's equipment from any virus or other harmful component is to be borne solely by the user, and that the County of Sampson and the Sampson CenterStage Performing Arts Series will be held blameless and not financially responsible. The terms of this agreement shall be governed by and in accordance with the laws of the State of North Carolina.

Proprietary Rights

The entire content of the sampsoncenterstage.com website(s) is/are copyrighted. All rights reserved. The Sampson CenterStage Performing Arts Series and its logos and names are registered trademarks. All other images, logos, or names are trademarks of their respective owners.

Privacy Policy

The Sampson CenterStage Performing Arts Series understands that your right to privacy is very important. We have created this privacy statement in order to demonstrate our continued commitment to your privacy.

Cookies

Our site uses cookies to keep track of your purchases. We may use cookies to save your membership password, to deliver content designed to match your interests, and for various other purposes relating to your transactions on the Site.

Your Internet Protocol (IP) Address

The Sampson CenterStage website(s) uses your IP address to help with problems and for identification purposes only.

Information You Provide Sampson CenterStage

The Sampson CenterStage Performing Arts Series website forms require you to give us certain contact information such as your name, address, email address, and credit card number. Sometimes, we may need you to provide us with additional information, such as a password, or demographic information such as your age or income level.

Contact Information

The Sampson CenterStage Performing Arts Series may use your contact information to contact you about any aspect of your financial transaction. Information may also be used by the shipping company, when applicable, to deliver your tickets. Sampson CenterStage may also use your information to send you information and offers about upcoming performances and events. We will strive to make sure this information is of value to you. If you would rather that Sampson CenterStage not release any of your contact information to third parties, you must request this in writing by regular mail or email. In the written request, please provide include your name, address, and email address. The request must also state, "I do not wish to have the Sampson CenterStage Performing Arts Series release any of my personal information to third parties, nor do I wish Sampson CenterStage to disclose any further information about me." If sending an email request, it must be sent from the same email address listed on your account to ensure security.

Your Financial Information

Any financial information that is given to the Sampson CenterStage Performing Arts Series will be used only in the processing and delivery of your tickets. The information you provide will be used to verify the transaction and receive the money directly from your credit card company. Some financial information may be used by Sampson CenterStage to identify the customer at the venue (e.g. your last four credit card digits used to identify that you are the person who purchased the ticket). Under NO circumstances will Sampson CenterStage ever release any of your credit card information to a third party.

Links

The Sampson CenterStage Performing Arts Series website(s) may contain links to other websites of interest. However, we are not responsible for the content, privacy policies, or security of any other websites.

Security

We utilize all of the latest technological advances to ensure that your transactions are secure. Our Secure Socket Layer (SSL) software provided by GEO Trust is the best available today for secure electronic commerce transactions. It encrypts all of your information, including your credit card number, so that it cannot be read as the information travels over the Internet. We have one of the most secure sites on the Internet.

Your ticket is a revocable license. The holder may be subject to identification upon entrance to the venue or in the case that money is refunded. Any violation of the law while attending an event may result in the holder being removed from the premises without refund of any portion of the ticket price or charges. The holder of tickets assumes all risks of property loss and personal injury arising during its use, whether prior to, during, or after the event, and agrees that the County of Sampson, the venue, its management, and affiliates of the event are not liable under any circumstances. Tickets obtained from an unauthorized source may be stolen, illegal, counterfeit, or lost and if so, may be seized and cancelled without compensation. There are no refunds or exchanges. Event dates, times, and locations are subject to change. Ticket holders may not solicit contributions or distribute literature on the venue premises. Every person, regardless of age, must have a ticket to enter the facility. Holder may not bring alcoholic beverages, bottles, irritants (e.g. noise makers), camcorders or any other recording devices, or strobe lights onto the premises. The Sampson CenterStage Performing Arts Series reserves the right to modify these policies without notification. All rights reserved.

Disclaimers

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