

# HAMILTON FAQ-Subscribers as of 1.12.18

## Pre-Sale Information:

YOUR PRE-SALE BEGINS ON TUESDAY, JANUARY 16 AT 10AM AND WILL END ON THURSDAY, JANUARY 18 AT 11:59PM. Each subscriber account is limited to two (2) pre-sale tickets per account. A limited block of tickets will be available for the 2017/18 subscriber pre-sale opportunity. **Tickets are not guaranteed.** You will receive an email that day with a direct link into your pre-sale opportunity. Please make sure your email address is up-to-date in your account.

The pre-sale opportunity is limited to online and phone sales only at 303.893.4100.

You will need to log into your account to complete the purchase.

2016/17 DCPA Subscribers who renewed for the 2017/18 season are eligible for this exclusive pre-sale opportunity before tickets go on sale to the public on January 22 at 10am. New 2017/18 DCPA subscribers are not eligible for this pre-sale opportunity. Group sales will not be available for *Hamilton*. Presale inventory not available in all price levels.

## What can I do to prepare for January 16?

You will have to log in with your subscription account username and password on January 16. If you are unsure of these, please call the box office at 303.893.4100 no later than 6pm on January 15 to ensure a smooth login process on the 16<sup>th</sup>.

Please have your account number, name, phone number and email associated with the account with you to expedite the process if you call to purchase.

## How do I update my email information?

If you are not sure whether you are receiving our subscriber communications via email, please call the box office at 303.893.4100 to confirm or update your information.

## Why am I only able to purchase two (2) tickets per account for the pre-sale?

In order to allow as many people as possible the opportunity to purchase tickets for *Hamilton*, the production has limited the number of tickets any single patron may purchase. Patrons found in violation of the DCPA [TICKET PURCHASE AND SALE TERMS AND POLICIES](#) may have ALL of their tickets cancelled.

## I'm a DCPA Subscriber. Am I guaranteed tickets to *Hamilton*?

*Hamilton* is only included in the 2017/18 full Broadway subscription package. Designer Series vouchers are not valid for *Hamilton*.

## When will *Hamilton* play The Buell Theatre?

February 27-April 1, 2018 with performances Tuesday-Sunday at 7:30pm and matinee performances at 2pm on Saturday and Sunday. Please note: There is no Sunday evening show on March 25 or April 1. There is a 2pm matinee on Thursday, March 29.

- **Will there be an Open Caption, Audio Described and ASL performance?**  
Yes, March 25 at 2pm.

## When do tickets go on sale to the general public?

Tickets for *Hamilton* go on sale to the public on Monday, January 22 at 10am at [hamilton.denvercenter.org](http://hamilton.denvercenter.org). There is a maximum purchase limit of four (4) tickets per account.

## How much do tickets cost?

Tickets range from \$75 to \$165 with a select number of \$545 premium seats available for all performances. There is a maximum purchase limit of four (4) tickets per account.

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## How do I make sure I'm purchasing legitimate tickets?

Please be advised that the Denver Center for the Performing Arts – [hamilton.denvercenter.org](http://hamilton.denvercenter.org) – is the ONLY authorized ticket provider for *Hamilton* in Denver. Ticket buyers who purchase tickets from a ticket broker or any third party should be aware that the DCPA is unable to reprint or replace lost or stolen tickets and is unable to contact patrons with information regarding time changes or other pertinent updates regarding the performance. Tickets will also be available by phone at 303.893.4100 or in person at the DCPA Box Office in the lobby of the Helen Bonfils Theatre Complex, located at the northwest corner of the Denver Performing Arts Complex at Speer Boulevard & Arapahoe Street.

## Why am I only able to purchase four (4) tickets per account?

In order to allow as many people as possible the opportunity to purchase tickets for *Hamilton*, the production has limited the number of tickets any single patron may purchase. Patrons found in violation of the DCPA [TICKET PURCHASE AND SALE TERMS AND POLICIES](#) may have ALL of their tickets cancelled.

## What can I do to prepare for January 22?

Know your account username and password before January 22. If you are unsure of these, please call the box office at 303.893.4100 no later than 5pm on January 21 to ensure a smooth login process on the 22<sup>nd</sup>.

Update your account or make sure you have created an account at <https://tickets.denvercenter.org/Online/login.asp>. Please have your account number, name, phone number and email associated with the account with you to expedite the purchase process.

The DCPA is providing three points of purchase (web, phone and counter). Please note, we are processing one account transaction per phone call, counter sale or web sale. Tickets are not guaranteed for any point of purchase. If you choose to purchase in-person at the DCPA Box Office in the lobby of the Helen Bonfils Theatre Complex, tickets go on sale starting at 10am. The line outside the Helen Bonfils Theatre Complex will not begin until 6am on January 22.

## When will tickets be mailed?

Tickets will be mailed the week of February 12.

If you choose day-of-performance will call, you will pick up your tickets at the Buell Box Office starting one hour prior to your performance with a valid ID matching your account information.

## Will there be a lottery or rush for *Hamilton*?

There will be a lottery for forty (40) \$10 Orchestra seats for all performances. Details will be announced closer to the engagement. The best way to be informed about how the lottery will work is to sign up for alerts at [denvercenter.org/Hamilton](http://denvercenter.org/Hamilton) or follow us on Twitter, Facebook or Instagram @DenverCenter.

## Are group sales available?

Group sales are not available.

## Are there any discounts available?

There are no discounts for any tickets to *Hamilton*.

## Will more tickets be released once it sells out?

Any additional inventory will be released for sale if and when it becomes available. Please visit [denvercenter.org/Hamilton](http://denvercenter.org/Hamilton).

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## **Are charitable ticket donation requests available for *Hamilton*?**

Unfortunately, we are unable to accommodate ticket donation requests for *Hamilton*. Perhaps you have a Trustee or supporter who would like to donate their 2017/18 Broadway subscription tickets, or someone could purchase tickets when they go on sale and donate them to your auction. Please visit [denvercenter.org/Hamilton](http://denvercenter.org/Hamilton) to sign up for alerts. We wish you all the best with your fundraising efforts!

## **I am interested in EDUHAM (the subsidized *Hamilton* Education Program). How do I learn more?**

Thank you for your interest in the subsidized *Hamilton* Education Program managed by Gilder Lehrman. For more information visit [gilderlehrman.org/Hamilton](http://gilderlehrman.org/Hamilton). There is a sign-up form that educators of high school students in Title I schools can fill out so that Gilder Lehrman can contact them when the program opens up [gilderlehrman.org/programs-exhibitions/how-participate](http://gilderlehrman.org/programs-exhibitions/how-participate). Gilder Lehrman is responsible for selecting the participating Title I high schools.

## **What is *Hamilton* about?**

*Hamilton* is the story of America's Founding Father Alexander Hamilton, an immigrant from the West Indies who became George Washington's right-hand man during the Revolutionary War and was the new nation's first Treasury Secretary. Featuring a score that blends hip-hop, jazz, blues, rap, R&B and Broadway, *Hamilton* is the story of America then, as told by America now.

## **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+ since there is some strong language.

## **Will Lin-Manuel Miranda or any other members of the Broadway cast be performing in Denver?**

Lin-Manuel Miranda will not be performing in Denver. Specific casting for Denver will be announced at a later date.

## **Where can I learn more about *Hamilton*?**

[HAMILTONOnBroadway.com](http://HAMILTONOnBroadway.com)

Facebook: *HAMILTON*Musical

Instagram: *HAMILTON*Musical

Twitter: @*HAMILTON*Musical