

BY USING THIS WEBSITE, YOU EXPRESSLY AGREE TO THE TERMS.

TICKET POLICIES

Purchase Options - Tickets to Ruth Eckerd Hall presentations may be purchased at the Ruth Eckerd Hall Ticket Office, on-line at www.rutheckerdhall.com, by phone at (727) 791-7400 or by mail addressed to:

Ruth Eckerd Hall Ticket Office
1111 McMullen Booth Rd.
Clearwater, FL 33759

- **Note:** Presenters leasing the Ruth Eckerd Hall facility may opt not to sell tickets via the Ruth Eckerd Hall ticket office and/or web site.
- **On-Line Ticket Purchases** - Mail delivery to the address of record is available at no additional charge upon request and time permitting.
- **Service Fees** vary by ticket price and apply to online, phone, mail and pre-season orders. There is no service fee when purchasing in person at the Ruth Eckerd Hall ticket office.
- **Resale, Lost and Counterfeit Tickets - YOU MAY NOT RESELL OR DISTRIBUTE tickets for any commercial purpose.** The resale of Ruth Eckerd Hall tickets in excess of \$1 above admission price violates Florida Statute 712.36. You agree that tickets purchased are for personal use only unless specifically authorized in writing by Ruth Eckerd Hall, Inc. to be a designated vendor for group sales. This site, including all information and services may not be used for any commercial purposes such as to conduct the sale of tickets, merchandise or services of any kind, whether by advertising, solicitations, links or any other form of communication. We will investigate and take appropriate legal action against anyone who violates this provision. At a minimum, we may void the tickets in question and bar such violators from use of this Site and any services of Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation. **THE SALE OF TICKETS ON RUTH ECKERD HALL PROPERTY (including parking lots and entrance roads) IS STRICTLY PROHIBITED.** Violators will be considered trespassing on property and escorted off the grounds.
- **Tickets purchased from an unauthorized source** may be lost, stolen, counterfeit or in violation of resale policies and if so, are VOID. We strongly discourage you from purchasing tickets from an unauthorized source.
- **Revocation** - Tickets are a revocable license, subject to termination with denial of admission at management discretion, upon refund of the purchase price and subject to revocation with denial of admission or removal from the facility, without compensation, should the holder act in a disorderly manner or violate management Rules and Regulations.
- **Refunds/Exchanges/Upgrades/Cancellations**
Ruth Eckerd Hall does not issue refunds for any tickets unless a performance is cancelled or rescheduled. Exchanges may be made up to seven days before a performance for an additional \$10 fee per ticket. Exchange fees are waived for members. The only exchanges permitted within the week of the show are upgrades in location. If the event is canceled or rescheduled a refund will be issued when the tickets have been returned to the point of purchase. Tickets purchased through this Site may be returned to the Ruth Eckerd Hall ticket office. For rescheduled events, Ruth Eckerd Hall, Inc. has the right to designate an appropriate deadline for the return of tickets in order to resell the seats. Refunds will ONLY be issued back to the credit card on which the purchase was

- charged.
- **Age Requirements** - Every person, REGARDLESS OF AGE, must have a ticket for admission. For Weekend Family Theater performances, a complimentary lap pass will be issued upon request for children under 1 year of age (limit: 1 per paying adult). For your comfort and that of other audience members, we suggest discretion when bringing children to performances not specifically intended for young audiences. Disruptive parties will be asked to leave without compensation.
 - **Latecomers** - Latecomers will be admitted at the discretion of the management at suitable breaks in the program.
 - **Opening Acts** - Opening acts may be added to a performance at the discretion of the artist or Ruth Eckerd Hall. Check with the ticket office for latest information.
 - **Food & Drink** - Only water is permitted inside the auditorium.
 - **Electronic Devices** - Cameras, Recording Devices, TVs, ipods, etc. are prohibited. Pagers and phones must be in silent mode.

This website and the contents and services provided on this website constitute a service of Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation, Inc. Use of this website is subject to these Terms of Use. We reserve the right to change the Terms at any time with or without prior notice. The company has the right to change or discontinue any aspect or feature of this site, including but not limited to, content, hours of availability, fees or charges, and equipment needed for access or use.

Permitted Use

You agree that you are only authorized to visit, view and to retain a copy of pages of this Site for your own personal use, and that you shall not duplicate, download, publish, modify or otherwise distribute the material on this Site for any purpose other than to review event and promotional information, for personal use, or to purchase tickets or merchandise for your personal use, unless otherwise specifically authorized to do so by Ruth Eckerd Hall, Inc.

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Violation of Terms

You understand and agree that in the sole discretion of Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation, Inc., and without prior notice, we may terminate your access to this Site, cancel your order or exercise any other remedy available if we believe that your use of our services has violated or is inconsistent with the Terms of Use. You agree that monetary damages may not provide a sufficient remedy for violations of these terms and conditions and you consent to injunctive or other equitable relief for such violations. Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation, Inc. may release user information if required by law or subpoena, or if the information is necessary or appropriate to address an unlawful or harmful activity. Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation, Inc. are not required to provide a refund of tickets, service fees or membership fees if you are terminated as a User because you have violated these Terms of Use.

Disclaimers

Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation, Inc. do not promise that the

Site will be error-free, uninterrupted, nor that it will provide specific results from use of this Site. The Site and its content are delivered on an "as-is" and "as-available" basis. We cannot ensure that files you download from the Site will be free of viruses or contamination or destructive features. Ruth Eckerd Hall, Inc. and Ruth Eckerd Hall Foundation, Inc. disclaim any and all liability for the acts, omissions, and conduct of any third party users, advertisers or sponsors of the Site, in connection with the service or related to your use of the Site.

ONLINE PRIVACY POLICY

Our Commitment To Privacy

Your privacy is important to us. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used.

The Information We Collect

This notice applies to all information collected or submitted on rutheckerdhall.com and tickets.rutheckerdhall.com. On some pages, you can order tickets/products, make requests, and register to receive materials. The types of personal information collected at these pages are name, address, e-mail address, phone number, credit card information and personal preferences regarding our services (ie. types of performances/products, customer service feedback, seating preferences.)

On some pages, you can submit information about other people. For example, if you order a gift certificate online and want it sent directly to the recipient, you will need to submit the recipient's address.

For educational programs -

We ask for additional information when you enroll an adult or minor in the Marcia P. Hoffman Institute. This information (birth date, emergency contact, health information) is kept confidential and solely for the purpose for the safety and security of the participants during our educational programs.

We will sometimes request voluntary demographic information (i.e. county of residence, ethnicity, etc) which is used solely for statistical reporting in compliance with grant funding requirements. Refusal to provide such information will have no impact on participant status.

The Way We Use Information

In addition to the uses noted above, we use information you provide about yourself to:

- Reply to questions, problems or requests you submit to us.
- Notify you about major changes in programming, scheduling or cancellations (time permitting) for which you have purchased tickets or enrolled.
- You can register with our website if you would like to receive our catalog as well as updates on new programming and services.
- We use non-identifying and aggregate information to better design our website and to share with advertisers. For example, we may tell an advertiser that X number of individuals visited a certain area on our website, or that Y number of men and Z number of women filled out our registration form, but we would not disclose anything that could be used to identify those individuals.

- Occasionally we will send information on behalf of our partners regarding related services or opportunities.
- Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

Our Commitment To Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

How You Can Access Or Correct Your Information

You can update or correct your personal information that we collect online and maintain by contacting us at (727) 791-7400 or send us an email at maildelivery@rutherfordhall.net.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

How To Contact Us

Should you have other questions or concerns about these privacy policies, please call us at (727) 791-7400 or send us an email at maildelivery@rutherfordhall.net.