Welcome to the Grand

WHAT TO EXPECT:

Doors: Doors open one hour prior to the performance and the house opens 30 minutes prior to the performance.

Parking: Street parking is available surrounding The Grand. It is also available in lots on the 500 Block of Jefferson Street, the 100 Block of McClellan Street, the Wausau Center Mall ramp, and the Jefferson Street ramp.

Coat Check: For your convenience, coat check is available for select performances in the South Lobby of the Great Hall.

Electronic Devices: Cell phones, cameras, and video & audio recording devices are strictly prohibited during performances unless otherwise stated.

Food and Beverage: Beverages are available for purchase at ArtsBar in the Great Hall, the Mezzanine Bar in the balcony, or any of the bars located throughout the facility. Drinks in covered containers may be taken into the theater. Avoid waiting in line during intermission by pre-ordering drinks before the show. Snacks can be purchased at our Snack Cart and enjoyed during performances.

ACCOMMODATIONS:

Accessibility: The theater is wheelchair accessible and wheelchair seating is available throughout the theater. The elevator is located on the west wall of the Great Hall and limited handicap parking is available behind the theater. Entrances on Jefferson St. and Fourth St. are handicap-accessible.

Audio & Visual Assistance: The Grand is equipped with a hearing assistance system to amplify performances; devices are available upon request. The Sensory Program offers a live audio description during select performances. For more information, visit grandtheater.org. Large-print programs are also available.

POLICIES:

Exchanging Tickets: Our subscribers enjoy free ticket exchanges; other Grand patrons can exchange tickets for a $5 fee per ticket. All exchanges must be made at least 48 hours prior to the scheduled performance.

Returning Tickets: Tickets are nonrefundable, but if you are unable to use a ticket for a Grand-sponsored event, please consider donating it back as a tax-deductible donation at least 48 hours prior to the performance.

Lost Tickets: If you've lost your ticket contact the Ticket Office. Tickets can easily be reprinted.

Children's Tickets: Municipal Fire Codes require all audience members to have a ticket. Booster seats are available upon request. We ask parents' discretion in bringing children who may be disruptive to a performance.

Latecomers: To ensure a distraction-free performance for both artists and the audience, latecomers will be seated at the discretion of the House Manager.

Delays: Although every attempt is made to begin on time, The Grand reserves the right to delay the start of an event in response to technical, weather, or other unforeseen situations.

Courtesy: To ensure that all Grand patrons have an enjoyable experience, we ask for consideration when applying fragrances or other scented products. We also ask that patrons are conscious of any behaviors that may disrupt the experience of others.

Canceled or Rescheduled Performances: All performances will go on as scheduled, regardless of weather. No refunds will be issued. However, in the unlikely event that The Grand cancels a performance, refunds will be promptly distributed or a rescheduled or alternative performance will be offered. Dates and programs are subject to change.

TICKET OFFICE INFORMATION

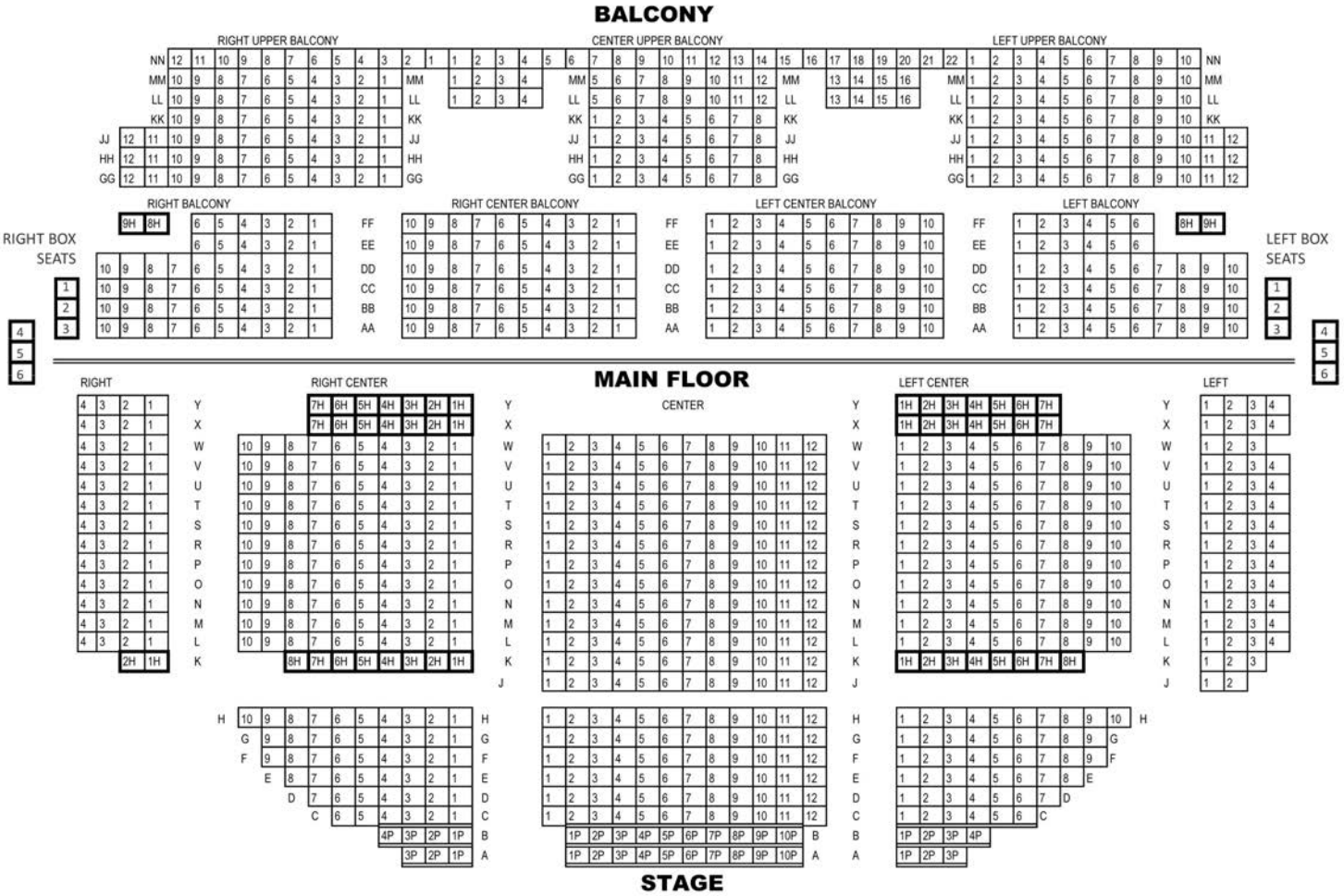
Hours
Monday - Friday / 9am-5:30pm

Address
The Grand Theater
401 N Fourth Street
Wausau, WI 54403

Phone
715-842-0988 or 888-239-0421

Website
www.grandtheater.org

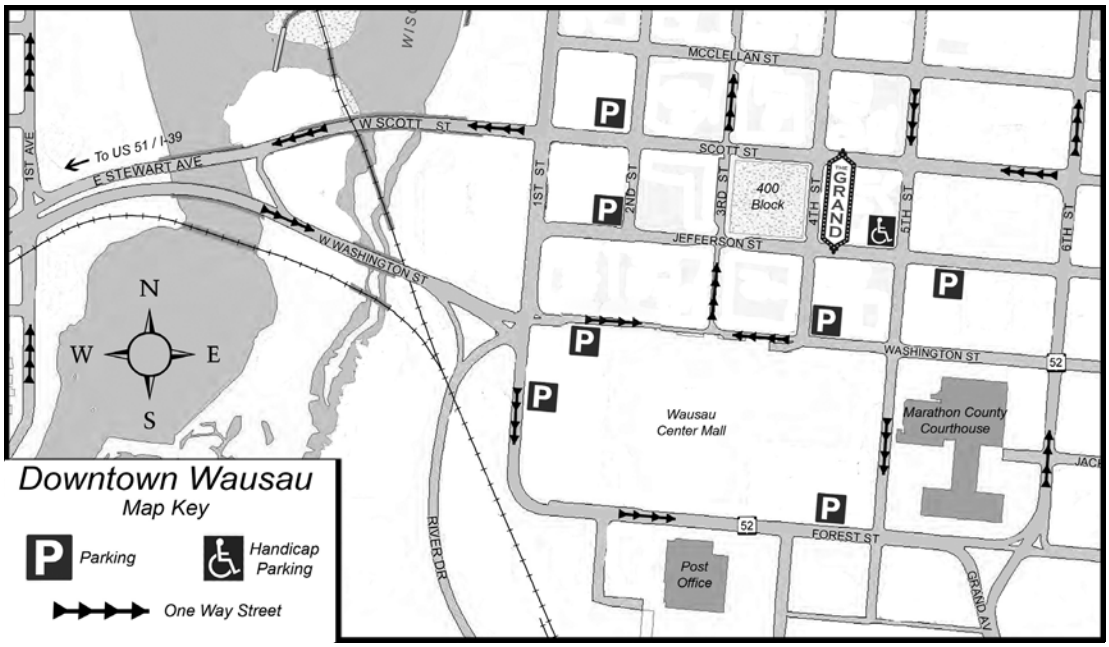
GRAND THEATER SEAT MAP



DIRECTIONS AND INFORMATION

Coming from Highway 51/I-39:

- Take exit 192
- Follow 52 East into town to the Wausau Center Mall
- Turn left onto First Street
- Turn right onto Jefferson Street
- Continue East two blocks to Fourth Street.



For lodging and more information about Wausau, visit:

Wausau/Central Wisconsin Convention & Visitor's Bureau
219 Jefferson Street, Wausau, WI 54403
888-WI-VISIT www.visitwausau.com