

WELCOME TO THE GRAND



THE
GRAND
THEATER

WHAT TO EXPECT:

Doors: The Great Hall doors open 60 minutes prior to showtime; the house opens 30 minutes prior to the performance.

Security: All bags and purses will be checked upon entry, and bags larger than 8.5" x 11" x 5" will not be allowed in the venue. See image below for a list of all prohibited items.

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 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 Candy Cart in the Great Hall and enjoyed during performances.

ACCOMMODATIONS:

Accessibility: Accessible seating for patrons in wheelchairs, with other special needs, and their companions is available. Patrons must identify the need for wheelchair seating when purchasing tickets to ensure accessible seating is available. The venue's elevator is located on the west wall of the Great Hall. Handicap parking is available in The Grand's parking lot and on Jefferson Street next to the venue.

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

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 others' experiences.

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.

APPROVED**			
PURSES / BAGS 8.5x11x5 OR SMALLER Allowed, but may be subject to search.	MEDICAL ITEMS PRESCRIPTION MEDICINES AND DEVICES Allowed, but may be subject to search.	CHILDCARE PRODUCTS DIAPER BAGS, BOTTLES, CUPS, SNACKS Patrons must be accompanied by a child. Subject to search.	
RESTRICTED			
Items may be allowed, but will not be permitted inside the theater and will need to be placed in coat check.		UMBRELLAS SMALL COLLAPSABLE UMBRELLAS ONLY All other umbrellas prohibited.	ELECTRONICS CAMERAS, COMPUTERS TABLETS, LASER POINTERS Allowed with credentials only.
PROHIBITED			
PURSES / BAGS LARGER THAN 8.5x11 ie: large purses, backpacks	WEAPONS and TOOLS FIREARMS, SHARP OBJECTS ie: guns (including toy guns), knives	CARRY-INS BEVERAGES	DESTRUCTIVE DEVICES EXPLOSIVES, CHEMICALS ie: flares, aerosol sprays

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