

Festival Pass FAQ

How does the Festival Pass work?

When you purchase a two, four, or eight ticket Festival Pass, you can use those tickets however you wish. You can bring a big party on one night or divide your tickets across multiple performances. You can use them all for one play, or you can use your pass to see both plays at different times.

Why does it say July 28?

Your Festival Pass can be redeemed for individual tickets from the moment of purchase until the close of the Festival. July 28 is the date of the first Festival performance, so that is the earliest date for which your Pass can be redeemed.

Are all Festival Passes good for the same number of admissions? If so, what is that number?

No, you can get a Festival Pass good for 2, 4, or 8 tickets. This will be reflected both in the name of the Festival Pass and its price.

Are there restrictions on which performances the Festival Passes are good for?

There are no blackout dates or restrictions, and you can even wait until a few hours before a performance to get your tickets online. *In order to redeem the tickets on your Festival Pass, you MUST reserve tickets in advance, however!*

How do I redeem my Festival Pass for tickets to see a show?

It is advised that you select performances for which to exchange your Festival Passes before coming to the theatre, as shows often sell out. Contact tickets@essentialtheatre.com to select your preferred dates a **minimum of 24 hours before the start of the show you'd like to attend**. Space availability for walk-ups can't be assured for any performance even with the advance purchase of a Festival Pass.

What if I purchase the eight ticket Festival Pass, but I only want to reserve one or two of the tickets now?

You don't need to reserve all your tickets at a single visit. You can email the box office again to select your remaining tickets. You just use them when you need them. For example, if you buy an eight ticket Festival Pass, you can see one performance by yourself and later choose to use your remaining tickets to come back with seven friends on another night. Whenever you want, simply email tickets@essentialtheatre.com to reserve your remaining tickets for whichever show you want to see.

Do I need to actually make a reservation, or can I just present my Festival Pass at the box office?

Space availability for walk-ups cannot be assured for any performance without a reservation, even with the purchase of a Festival Pass. Emailing your reservation requests to tickets@essentialtheatre.com a minimum of 24 hours before the start of the show for which you'd like to reserve your Festival Pass tickets is strongly recommended.

What if I haven't used all the tickets on my Festival Pass by the time the Festival ends?

If you find you cannot use all the tickets on your Festival Pass, you can donate any remaining tickets as a tax-deductible donation by notifying us at tickets@essentialtheatre.com.

Once I've bought a single ticket for a Festival show, can I later decide to buy a Festival Pass and get a refund for the regular ticket I've already purchased?

No, single tickets can't be credited to a Festival Pass once they've been purchased separately. So get your Festival Pass today and start saving!

Still have questions? For more information, please send an email to tickets@essentialtheatre.com. Thank you for supporting live theatre, thank you for supporting Georgia playwrights and thank you for supporting the Essential Theatre!