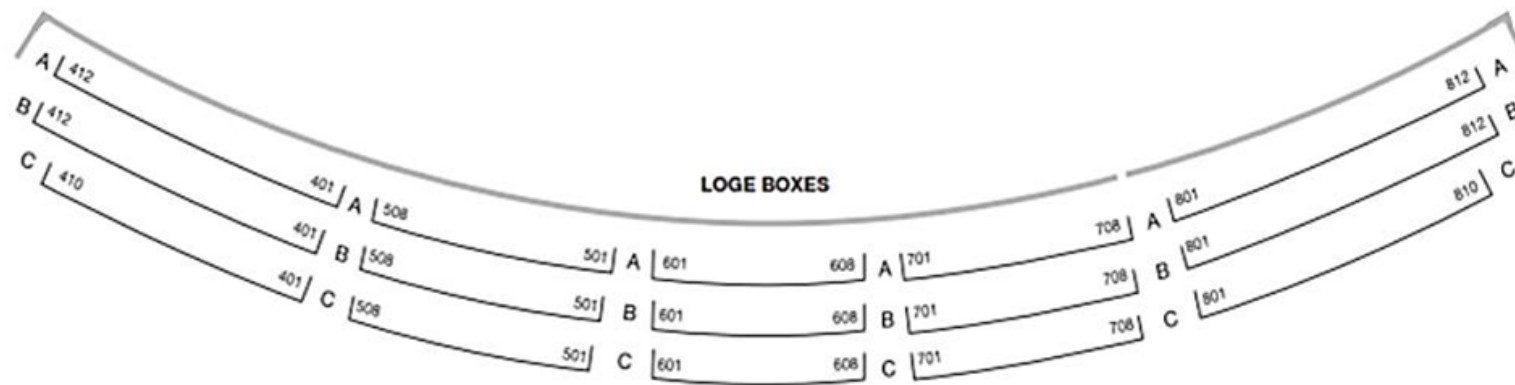
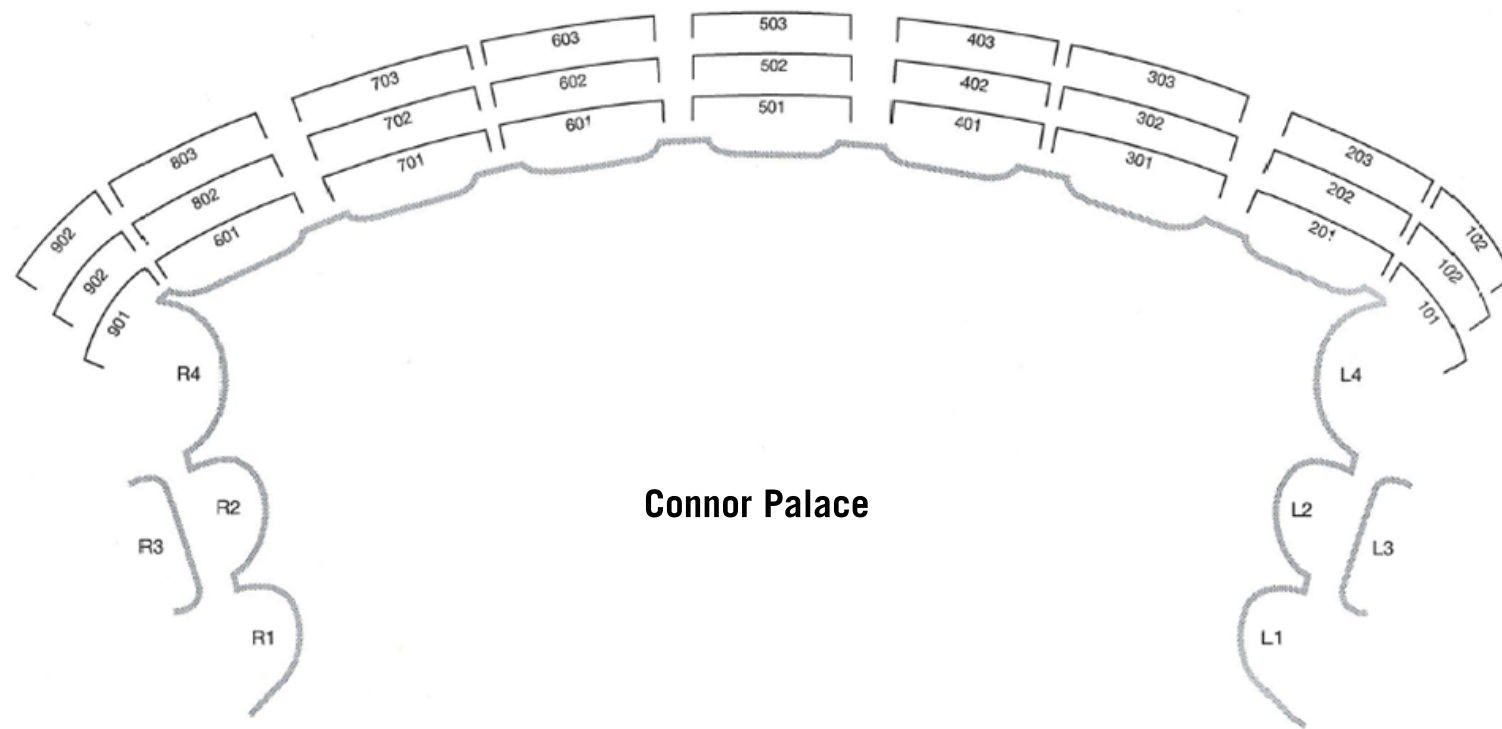




Location of Loge Boxes



KeyBank State Theatre



Administrator Guide 2019-2020



Administrator Guide

David Turner	Boxholder Administrator	216-640-8418
Michelle Ryan Stewart	Vice President of Development	216-640-8410

Tickets

By the 15th day of each month you will receive tickets for the next month's performances. Each ticket mailing will contain ticket packets with parking passes. Please contact us if you have any questions regarding the tickets you receive as part of your Boxholder agreement.

Parking

Boxholders receive two (2) dated parking passes are included in every ticket packet for the Playhouse Square parking garage. Parking passes are not available if the performance is on a weekday during the day.

The parking garage is located at Chester Avenue and East 15th Street. After parking, enter Playhouse Square through the enclosed connector accessible from the garage's second floor.

Purchasing Additional Tickets

All shows at Playhouse Square (outside of private events) are available for purchase. You will receive priority seating in either the Donor Circle or the loge section. To purchase additional tickets, contact David Turner.

Change Notifications

Please note due to the nature of the entertainment industry, dates, artists, and attractions are subject to change, often on short notice. You will receive Boxholder updates via email when last minute changes occur.

Wheelchair Accessibility

Please note there are no elevators in the theaters to reach the Mezzanine level of seating where the loges are located. Wheelchairs cannot be accommodated in the loges. For guests with disabilities and for information on curbside assistance, please call 216-771-8403.

Lost and Found

Central Security – 1650 Chester Avenue – 216-640-8777 (24 hours)



District Restaurants

1. Corbo's Bakery (216) 400-7170
2. Ghost Light Restaurant & Lounge (216) 615-7500
3. Dynamite Burgers (216) 298-4077
4. Subway (216) 241-7827
5. pHuel Café (216) 795-5175
6. District (216) 858-1000
7. Green Rooster Farms (216) 862-7557 (Breakfast & Lunch only)
8. Sittoos Pita & Salads (216) 331-3826
9. Starbucks (216) 771-2541
10. Cibreo Italian Kitchen (216) 862-9212
11. Cowell & Hubbard (216) 479-0555
12. Parnell's Irish Pub (216) 862-8953
13. Republic Food and Drink (216) 400-7133
14. Zaytoon Lebanese Kitchen (216) 795-5000
15. Sung's House (216) 696-7655
16. Bin216 (216) 860-0530
17. Hofbräuhaus Cleveland (216) 621-2337
18. Yours Truly (216) 621-2700
19. Puente Viejo (216) 713-2689

Preferred Restaurants Partner

Adega
(216) 331-6289

Great Lakes Brewing Company
(216) 771-4404

Parker's Downtown
(216) 357-2680

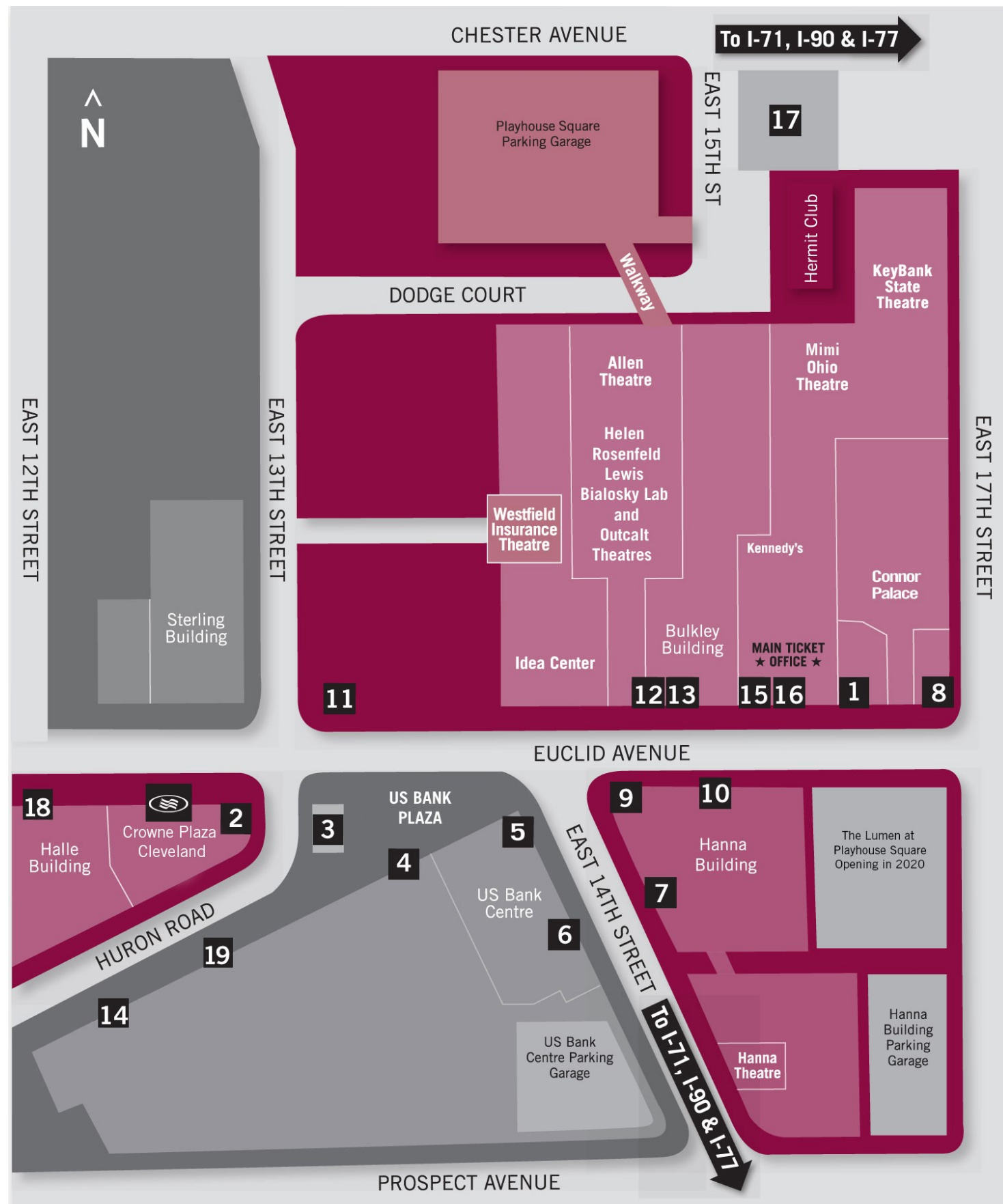
Hotel Accommodations

Crowne Plaza Cleveland (216) 615-7500
www.ihg.com/crowneplaza/hotels/us/en/cleveland/cleps/hoteldetail

Directions

Visit: playhousesquare.org/planyourvisit

Connor Palace BOXHOLDERS



Connor Palace BOXHOLDERS

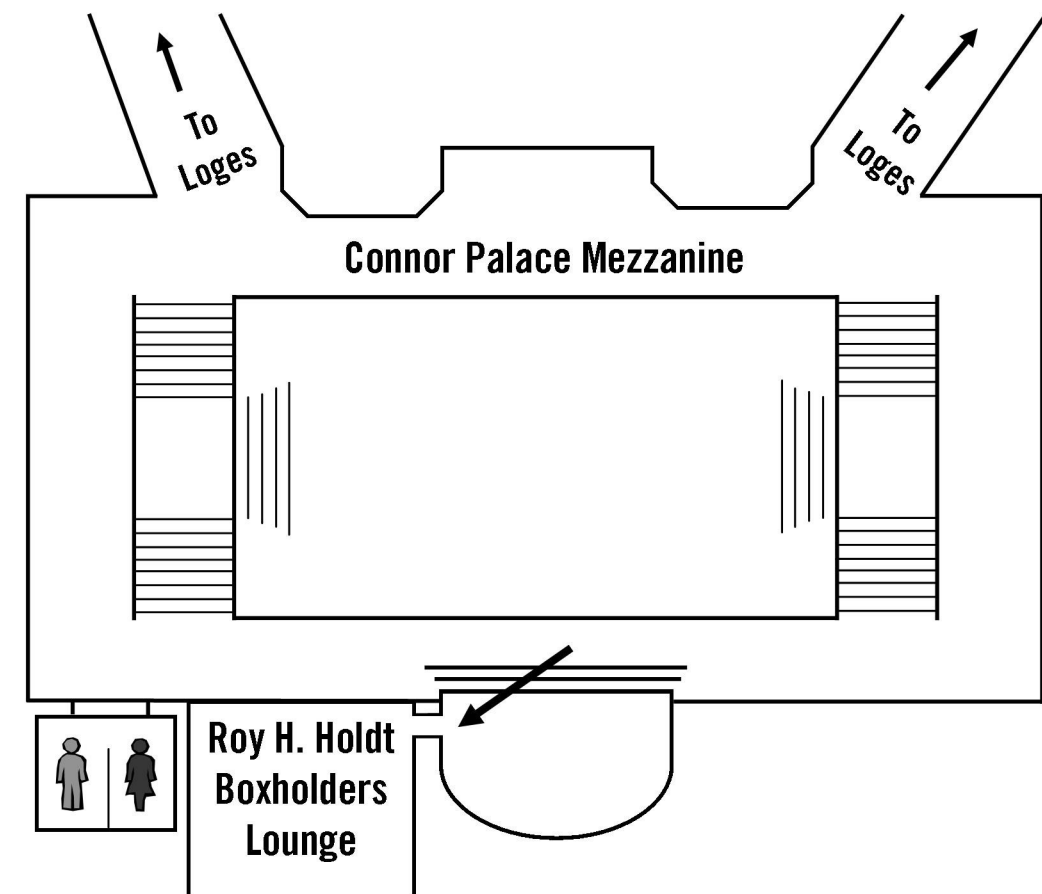


Food and Beverages

Food and beverage service is available at each Connor Palace loge box. A menu is provided in each loge and on the Boxholders' website (playhousesquare.org/boxholders). Beverages and appetizers may be ordered up to five minutes before curtain and during intermission. Some performances may restrict food and beverage service, and outside food and beverage is not permitted in the theaters. Cash & all major credit cards are accepted. Food and beverage service is not available in the KeyBank State Theatre.

Roy H. Holdt Boxholders Lounge

The Roy H. Holdt Boxholders Lounge is a private lounge open to Connor Palace Box ticket holders. Access to the lounge will be granted by presenting the Connor Palace box ticket stub to the concierge upon arrival. Full bar service, complimentary soft drinks, and snacks are available one hour before performances through intermission. The lounge also has two unisex restrooms in the upper level of the Roy H. Holdt Boxholders Lounge. The lounge is located in the Connor Palace adjacent to the Mezzanine Lobby directly across from the auditorium. The lounge is only open during performances in the Connor Palace.





Playhouse Square Guest Information

Children's Policy

Children under two years of age are not generally permitted in the theaters, except for designated performances. Everyone regardless of age must have a ticket.

Doors Open

The lobbies to the Allen, Mimi Ohio, Connor Palace and KeyBank State open one hour before scheduled curtain. There is very limited, if any, seating available in the main lobbies. Auditoriums open ½ hour before the scheduled curtain for seating.

Latecomers

Each individual show's producer or artist determines the seating policy for late arriving guests. In some instances, if you arrive after the show begins, you may be asked to wait until there is a natural break in the act before going to your seat.

Exiting the Theater

For your safety and as a courtesy to other guests and the performers we request that you remain in your seat until the house lights come on at the conclusion of a performance. Ushers are instructed not to open any of the doors in the auditorium until the house lights are on as a courtesy to all parties.

Cell Phones & Recording Policy

Cameras, camera phones, audio, video and digital recorders are not permitted in the theaters. Guests using these items may be ejected without refund. Please turn off the ringer on your cell phone, the alarm on your watch, and audible beepers while in the performance.

Theatre Temperature

All main lobbies and auditoriums are air-conditioned. State law requires that fresh air be continually introduced into public enclosures. Fans and blowers bringing fresh air into the auditorium are in operation during the performances. If you are susceptible to chill, we suggest you wear a sweater or jacket when attending performances. Please feel free to express your concerns about temperature to an usher, who will relay them to the House Manager.

Emergency Notice

In the event of fire or other emergency, please use the exit nearest your seat indicated by a lighted exit sign. This is your shortest route out of the theater. The ushers will assist you.

First Aid

Please contact an usher for assistance.



Broadway Buzz

The Community Engagement & Education Department is proud to present Broadway Buzz! Fun, informative, and inspiring, Broadway Buzz events are sure to enliven your theater experience!

Pre-Show Talks

Pre-Show Talks are held in the Allen Theatre Mezzanine at Playhouse Square one hour prior to the start of most performances in the KeyBank Broadway Series. The pre-show talks are hosted by "America's Theater Professor" Joe Garry, a veteran director who was actively involved in the restoration of Playhouse Square's theaters in the early 1970s. Those who attend the free pre-show talks get the inside scoop on the history, production secrets, cast and more of Broadway Series shows.

Post-Show Chats

Post-Show Chats with the Cast are held following most Thursday evening Broadway Series performances. They give guests a unique opportunity to find out what life with a touring Broadway production is like directly from cast members themselves.

Master Classes

Master Classes give aspiring artists the chance to learn from and interact with professional performers who come to Cleveland with Broadway shows and other productions. Classes are hands-on, instructional workshops conducted by actual performers from our Broadway Series and other special touring performances.

BROADWAY BUZZ

