

MARIN SHAKESPEARE COMPANY

Privacy Policy

We'll protect your privacy – learn more about how we protect your personal information.

When you visit our web site or call our Box Office, you will be invited to provide personal information in order to sign up for some of our services, such as our e-newsletter and our mailing list. You will be asked to provide your name, mailing address, e-mail address and phone number. You may also purchase tickets, or sign up for a class, trip or special event, at which time you will be asked for your credit card number and expiration date.

INFORMATION COLLECTION AND USE

We are the sole owners of information collected on this site. We only have access to and collect information that you voluntarily give us via email or direct contact you. Unless you ask us not to, we may contact via email in the future to tell you about products and services, special offers, general company information and news, or changes to this privacy policy.

INFORMATION SHARED WITH THIRD PARTIES

Marin Shakespeare Company does not share, sell, or rent email addresses. We do trade postal mailing lists through a third party vendor. To opt out of receiving third party mailings contact the Box Office.

In addition, we may employ outside agents, meaning other companies or individuals to perform functions on our behalf. These may include sending postal mail, e-mail, analyzing data, telemarketing, providing marketing assistance, processing credit card payments and providing customer service. These agents have access to personal information needed to perform their functions, but may not use it for other purposes. Marin Shakespeare Company may also release personal information when we believe, in good faith, that such release is necessary to enforce or apply the provisions of our **Terms and Conditions** or to protect the rights, property or safety of Marin Shakespeare Company, our users or others.

SECURITY OF YOUR INFORMATION

When you purchase a ticket; sign up for a class, trip or event; or make a donation online, we need to obtain your credit card number, expiration date and billing address. This information is encrypted for transmission and stored securely at Marin Shakespeare Company.

Our site has security measures in place intended to protect against the loss, misuse, and alteration of the information under our control. Marin Shakespeare Company uses industry standard encryption to contribute to the security of the personal information you provide.

You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for “https” at the beginning of the address of the web page. Please note: The lock icon will appear on our secure pages, including all pages that request personal information. Some of our informational pages are not “https”.

We strive to protect your personal information, however, Marin Shakespeare Company cannot ensure or warrant the security of any information you transmit to us.

LINKS TO THIRD PARTY SITES

To provide you with access to related information, our site contains links to third party websites. Marin Shakespeare Company is not responsible for the privacy practices or the content of any of these linked sites.

CORRECTING OR UPDATING PERSONAL INFORMATION

If your personal information changes, we will gladly correct, update, or remove any data you have previously provided to us. You may change your personal information at any time by sending Marin Shakespeare Company an e-mail at management@marinshakespeare.org. We may retain a copy of the prior version for our records.

OPT OUT

Marin Shakespeare Company may send users news about new offerings and special values. We may receive a confirmation when you open e-mail from Marin Shakespeare Company. You may choose to opt out of receiving such mailings by clicking “unsubscribe” or by contacting the Box Office.

DEMOGRAPHIC INFORMATION

Demographic and profile data may be collected at our site. Marin Shakespeare Company may provide such information in the aggregate to third parties without disclosure of personally identifying information.

IP ADDRESS

We automatically track IP (internet protocol) addresses for statistical purposes. IP addresses are logged per user session and help to determine how often areas on our site are visited. Marin Shakespeare Company does not track IP addresses with any of your personal information, so we will never link an IP address to a specific user. We may also monitor traffic patterns and site usage to help us develop and improve the design and layout of the site.

COOKIES

We use cookies to improve your experience at Marin Shakespeare Company. “Cookies” are small pieces of information that a Web site transfers to your computer’s hard drive for record-keeping purposes. Cookies in and of themselves do not personally identify users, although they do identify a user’s computer. You are always free to decline our cookies if your browser permits. Even without a cookie, you will still be able to use most of the

features on our site; however you will not be able to manage your account preferences, make purchases or make an online contribution.

YOUR ACCEPTANCE OF THESE TERMS

By visiting the Marin Shakespeare Company site, you consent to the terms of this Privacy Policy and to the collection and use of the stipulated information by Marin Shakespeare Company. We will always fully disclose our privacy policies, and we will promptly post any changes to our policy on this page. By using this site after we post any changes to this Privacy Policy, you agree to accept those changes.

CONTACTING US ABOUT OUR WEBSITE

If you have any questions about this Privacy Policy, the practices of this site, or your interactions with Marin Shakespeare Company, you can contact:

Marin Shakespeare Company
P. O. Box 4053
San Rafael, CA 94913
management@marinshakespeare.org

Terms and Conditions

Please acquaint yourself with our refund and exchange policies.

TICKET SALES

Payment is required at the time of purchase. The management reserves the right to revoke the license granted by a ticket, by refunding the purchase price. User of the ticket assumes all risks of personal injuries and property damage or loss.

We accept Visa, Mastercard, Discover, American Express, Checks and Cash.

Tickets can be emailed to you (print-at-home) or held at Will Call at the Forest Meadows Ticket Booth to be picked up the day of the performance. If you would like your tickets mailed to you in advance, please include a mailing fee of \$3 per order.

REFUNDS & EXCHANGES

All ticket sales are final and non-refundable. If you are unable to use purchased tickets, we are happy to exchange your tickets for a different performance of the same play for which the tickets were purchased, depending on availability. We do not issue refunds for unused tickets. There is a \$3 per item exchange fee, unless otherwise stated. There is no fee to exchange Season Tickets.

PROMOTIONAL OFFERS

Final Sale: no refunds or exchanges.

TAX-DEDUCTIBLE DONATION

Returned tickets may qualify as a tax-deductible donation if received prior to the performance.

YOUTHS

To determine suitability of play content for your children, call the Box Office or check play descriptions on our website.

Youths age 12 and under must be accompanied by a parent or guardian.

Children age 3 and under are admitted for free, but do require a ticket.

Complimentary tickets for very young children will be issued at the Forest Meadows Box Office only, no more than one hour prior to the performance. Children are the responsibility of their parents or guardians. Children behaving in any way that may be disruptive to the enjoyment of other patrons will be asked to leave the seating area of the theatre for the duration of the performance.

SEATING:

Seating is General Admission unless stated otherwise.

INCLEMENT WEATHER:

Performances are not canceled before the scheduled curtain time. Should a performance be canceled before intermission because of inclement weather, your tickets stub may be exchanged at the Box Office for a rain check to another performance of the same play. You must be present to receive a rain check. Rain checks are not refundable for cash or credit.

CAMERAS AND RECORDING EQUIPMENT

During performances, please do not use cameras and recording equipment or electronic transmitting devices of any kind, as they are not allowed under our agreement with the professional actors' union, Actors' Equity Association. Any such equipment used during a performance may be confiscated for the duration of the performance. Marin Shakespeare Company reserves the right to permanently confiscate, destroy, or cause to be destroyed any data or film from any such devices that are used at Forest Meadows in disregard of this rule.

ELECTRONIC DEVICES

Please turn off pagers, cell phones and watch alarms during performances.

SMOKING

The Forest Meadows Amphitheatre is a non-smoking facility.

PET POLICY

All service animals are, of course, welcome at all times. Other pets are welcome in the Amphitheatre area with the following restrictions: if any audience member complains about the pet for any reason, it will have to be removed immediately; if the pet makes any

noise before or during the performance, it will have to be removed immediately. If you are attending with pets, please sit in seats that will allow you to exit the theatre if necessary.