



**Do I need to be vaccinated to come into the building?**

Proof of vaccination is not currently required.

This policies are subject to change. Please check your show’s Telecharge ticketing page for full COVID-19 safety precautions and requirements.

**Are masks required in the building?**

Masks are highly encouraged, but not required, for all audiences.

Masks should cover the nose and mouth. Masks should fit snugly against the face without gaps and cloth masks should have at least two layers of fabric.

**What other COVID-19 precautions are in place?**

The Daryl Roth Theatre is committed to creating a safe environment for guests and staff. To do this, we have enhanced our HVAC system for greater air filtration, installed MERV-13 filters, and installed a UV-C air treatment system. In addition, we have added HEPA filters to areas prone to high traffic, such as bathrooms. We have installed automatic touchless faucets, soap dispensers, and toilet flushers to eliminate those as high-touch areas. Hand sanitizer will be available throughout the space. We have a full-time porter on staff who cleans and disinfects daily, with additional cleaning in high-touch areas. Front of house staff will also be assisting with wiping down high-touch areas while the show is happening. All our cleaning products are CDC/EPA-approved for use against coronavirus.

**Can I bring my child to see the show?**

*Titanique* is recommended for audiences aged 12 and up. No children under the age of 4 will be permitted in the theatre.

*The Very Hungry Caterpillar Show* is recommended for all ages. Everyone must have a ticket, regardless of age. \$5 lap seats are available at the door for children under one.

**When will the building open before an event?**

The building will open 45 minutes prior to the performance.

**Will restrooms be available?**

Yes, there are public restrooms on the lower level and an ADA-accessible restroom on the ground floor.



**Will concessions be available? Are other food and drink allowed?**

The D-Lounge bar will be open prior to performances of *Titanique* for beverage purchases only. No food is available at this time.

**Will coat check be open?**

Coat check is currently closed.

**Are there any special effects guests should know about?**

Theatrical haze is used in the production of *Titanique*.

No special effects are used in the production of *The Very Hungry Caterpillar Show*.

**How long is the show? Is there an intermission?**

*Titanique* runs approximately 100 minutes with no intermission.

*The Very Hungry Caterpillar Show* runs approximately 60 minutes with no intermission.

**What if I need to visit the box office?**

We recommend purchasing tickets in advance through Telecharge.com, or by calling Telecharge at 212-239-6200 or 800-447-7400.

The DRT Box Office is open Monday from noon until 5pm; Tuesday, Wednesday, Thursday and Friday from noon until curtain; and Saturday and Sunday from 3:30pm until curtain.

The DR2 Box Office will be open one hour prior to performances of *The Very Hungry Caterpillar Show*.

**What if I need an exchange or refund?**

For Telecharge Customer Service, email [tickets@telecharge.com](mailto:tickets@telecharge.com) or call 212-239-6120 or 800-543-4835. To exchange online, visit the Order page on Telecharge.com. Enter your email and order number to bring up your order details and find the exchange button. The Order Status page can be found here:

<https://www.telecharge.com/orderstatus.aspx>

**What if I'm unable to attend my ticketed performance?**

If you're unable to attend your ticketed performance due to health concerns and it is **more than two days before the scheduled performance**, visit the Order Status page on Telecharge.com. Enter your email and order number to bring up your order details and find the exchange button. The Order Status page can be found here:

<https://www.telecharge.com/orderstatus.aspx>. Please contact Telecharge Customer Service at [tickets@telecharge.com](mailto:tickets@telecharge.com) if you have any issues with this process.



**What if I missed my performance?**

Unfortunately, we cannot issue refunds. However, any unused tickets may be honored at a future performance as past date tickets. These tickets are issued at the sole discretion of management and are subject to availability and blackout dates. There is no guarantee of a seating location comparable to the location or price of the original tickets. Past dating is generally not available on holiday weeks, heavily sold, and sold out performances.

**On the day before the performance you would like to attend, call the Daryl Roth Theatre Box Office after 1:00pm at 212-375-1110 x3, to see if past dated tickets are being honored for that performance.** If tickets are available, you will be admitted as our guest. This is a one-time courtesy and is only valid for tickets to the same production. No arrangements can be made prior to the day you wish to attend, no exceptions.

Once confirmed by phone, your tickets will be available at the box office 30 minutes prior to the performance. You will need to present your original tickets before the box office will issue new tickets. Latecomers cannot be accommodated.