

**2019-20**  
**SUBSCRIBER**  
**HANDBOOK**

**SignatureTheatre**

# THANK YOU FOR JOINING SIGNATURE THEATRE FOR THE 2019-20 SEASON!

We want you to get the most out of your subscription, so please read the following information carefully. If you have any questions about your subscription, please contact Ticket Services at (212) 244-7529 or via e-mail at [ticketservices@signaturetheatre.org](mailto:ticketservices@signaturetheatre.org). Ticket Services hours are Tuesday – Sunday, 11am – 6pm.

As a subscriber, you are guaranteed one ticket per subscription in your package. Subscribers are able to book tickets before the general public during the priority booking period. Below are the priority booking periods and performance dates for all productions in the 2019-20 Season. You may not be subscribed to all of these productions. Please refer to your subscription acknowledgement letter for the shows in your package. All dates, programming and artists are subject to change. Shows may extend based on demand.

Production	Production Dates	Priority Booking Start Date
<b>Fires in the Mirror</b> by Anna Deavere Smith directed by Saheem Ali	Oct 22 – Nov 24, 2019	Aug 8, 2019
<b>The Young Man from Atlanta</b> by Horton Foote directed by Michael Wilson	Nov 5 – Dec 8, 2019	Aug 22, 2019
<b>Cambodian Rock Band</b> by Lauren Yee directed by Chay Yew	Feb 4 – Mar 8, 2020	Nov 7, 2019
<b>The Hot Wing King</b> by Katori Hall directed by Steve H. Broadnax III	Feb 11 – Mar 15, 2020	Nov 7, 2019
<b>Twilight: Los Angeles, 1992</b> by Anna Deavere Smith directed by Taibi Magar	Apr 28 – May 31, 2020	Feb 13, 2020
<b>Confederates</b> by Dominique Morisseau directed by Kamillah Forbes	May 12 – Jun 14, 2020	Feb 13, 2020

You will be reminded of the priority booking start date via e-mail only. Notification e-mails will be sent one week prior to the priority booking start date, as well as the day priority booking begins. Please be sure you have provided the current e-mail address in your online account. If you are a new subscriber, you may need updated login information for your account. The best way to do this is to contact Ticket Services by phone. We recommend doing this before the booking date of your first performance. You do not need to receive this notification e-mail in order to start booking if the priority booking period has begun. Please note that online booking begins at 10am. Phone and in person booking begins at 11am.

## SUBSCRIBER INFORMATION & POLICIES

### How to book your tickets

As a subscriber, you are guaranteed one ticket per subscription to each production in your package. We encourage you to book online at [signaturetheatre.org](http://signaturetheatre.org) to avoid hold times when calling. We also encourage you to have your tickets mailed, printed at home or sent to your phone to avoid lines at the Concierge Desk. Tickets can be picked up starting one hour before the performance at the second floor Concierge Desk.

**E-TICKETS** Skip the line at the concierge desk! Choose the “E-Tickets or Print-at-Home Tickets” delivery option at checkout and a ticket PDF will be emailed to you. Simply present the ticket PDF on your phone at the entrance to the theatre for admission.

**ONLINE** Visit [signaturetheatre.org](http://signaturetheatre.org), click the BOOK SUBSCRIBER SEATS link at the top of the homepage and log in using your username and password. After you’ve chosen a performance date and selected your seats, you’ll need to complete a 4-step process. You have not completed your order until you’ve made it to Step 4: Confirmation. Online booking starts at 10am on the priority booking start date. If you forgot your password, please do not create a new account. Simply enter your e-mail address into the Forgot Password section of the sign in page and a link to change your password will be sent to your inbox.

**BY PHONE** You may call Ticket Services at (212) 244-7529 (Tuesday – Sunday, 11am – 6pm) to book your tickets.

**IN PERSON** Visit the ground floor box office at The Pershing Square Signature Center at 480 West 42nd Street (Tuesday – Sunday, 11am – 6pm) to book your tickets in person. *Please note: Tickets cannot be booked by emailing [ticketservices@signaturetheatre.org](mailto:ticketservices@signaturetheatre.org)*

### How to order guest tickets

All subscribers are entitled to purchase one additional guest ticket per subscription, per production in their package, subject to availability. Guest tickets are \$35 for performances during the initial run of a production. Guest tickets vary in price during extension performances. All guest tickets are subject to a \$2 facility fee that goes toward the maintenance of The Pershing Square Signature Center. The \$4.50 booking fee is waived for subscriber guest tickets. Guest tickets may only be purchased for the performance that the subscriber is attending.

### How to sit with friends who are also subscribers

If you would like to sit with friends who are also subscribers, please contact Ticket Services directly. These reservations cannot be processed online. To expedite the

process of locating multiple subscriber accounts, please have the full names and home addresses or the constituent IDs of the other subscribers being booked.

## How to exchange tickets

To reschedule, please notify Ticket Services over the phone or in person at least 48 hours in advance of your originally scheduled performance. For exchanges with less than 48 hours notice, please refer to our Past Date Policy below. Please note that unused tickets may not be carried over to future shows or seasons or be reissued as credit. Ticket exchanges may be made only for a different date of the same production.

## What to do if you miss your performance (Past Date Policy)

If you have missed a performance or must exchange within 48 hours notice, you may be able to use your tickets for a future performance of the same show. Call Ticket Services the day of the performance you wish to attend (or the day before if you wish to attend a matinee). If there are seats available, tickets will be set aside for you at the Concierge Desk. Please note that the courtesy of past-dating is available only to subscribers, is at the discretion of management and is subject to availability. There is no guarantee you will receive a seat location comparable to your original location. We are unable to past date tickets into a different production.

## What to do with unused tickets

If within 48 hours of your selected performance, you discover you cannot attend and you do not intend to use our Past Date Policy, please consider introducing a friend or family member to Signature by giving them your tickets. You can make arrangements with Ticket Services to have your tickets left under a different name. If this is not possible, you may arrange to donate the tickets back to Signature, for which you will receive an acknowledgement of your contribution for tax purposes. Please note that unused tickets may not be carried over to future shows or seasons. Donations must be processed prior to the performance date and time on the ticket.

## What to do if you lose your tickets

If you lose or misplace your tickets, please contact Ticket Services prior to your scheduled performance to have a replacement set printed. You will need to show a photo ID to pick up your replacement tickets.

## What happens if a performance is cancelled

In the event that Signature cancels a performance, subscribers will be contacted as soon as possible and given the opportunity to exchange their tickets for another date, subject to availability.

## Late seating and re-entry policy

Due to the intimate nature and design of our theatres, we may not be able to seat you after a show begins. Please refer to our Past Date Policy should this occur. If we are able to seat you after a show begins, we may not be able to seat you in your original seats and may need to separate members of your party. Please be sure to give yourself plenty of time to arrive early and enjoy the Center and the beginning of the show. Please note we are not able to guarantee re-entry should you exit the theatre during the performance. Late seating and re-entry for all performances is at the discretion of management.

## Accessibility services



### WHEELCHAIR ACCESSIBLE

The Pershing Square Signature Center is fully accessible for those who use wheelchairs or other mobility devices. Accessible seats are available for each performance, please inform the box office at the time of purchase about any specific needs.



### ASSISTED LISTENING DEVICES

Signature Theatre offers audience members assisted listening devices for each of our theatres. Assisted listening devices can be found in our central lobby prior to every performance. Devices are available paired with headphones or personal induction loops which are compatible with T-Coil enabled personal hearing aids.



### OPEN CAPTION PERFORMANCES

For audience members who are deaf or experience hearing loss, Open Caption performances feature an electronic text display which shows what the actors are saying or singing. Open Captioning is available for select performances.



### AUDIO DESCRIBED PERFORMANCES

For audience members who are blind or low vision, listening devices are issued which transmit a trained describer's description of what is happening on stage during pauses in dialogue. Audio Description is available for select performances.

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## SUBSCRIBER BENEFITS \*

### Discounted Parking

MPG Parking located at 475 West 41st Street between Dyer & 10th Avenues offers a coupon for discounted parking. Please visit [signaturetheatre.org/parking](http://signaturetheatre.org/parking) to access this coupon.

### 10% Discount at the Signature Café + Bar

Conveniently located in the lobby adjacent to all three theatres, the Signature Café + Bar is the perfect place to grab lunch, a pre-show meal or post-show cocktail. The menu features a rotating selection of light, delicious fare from our partner Great Performances. During Signature performance weeks, the Signature Café + Bar is open Tuesday – Sunday, noon – midnight.

### 10% Discount at the Signature Bookstore

The Signature Bookstore sells a variety of books, unique gifts and other merchandise related to or inspired by our playwrights and productions. During Signature performance weeks, the Signature Bookstore is open Tuesday, Thursday and Friday, 6pm – 11pm and Wednesday, Saturday and Sunday, noon – 11pm.

## Special Offers & Discounts at Local Restaurants

While we encourage you to visit the Signature Café + Bar, we understand that sometimes you'll desire other dining options. Present your subscriber card to these dining establishments to receive a special offer or discount.

**CHEZ JOSEPHINE** French-American menu in an intimate Parisian setting.  
414 West 42nd Street (between 9th & 10th Avenues)  
(212) 594-1925 • [www.chezjosephine.com](http://www.chezjosephine.com)

Enjoy a complimentary glass of wine or beer with dinner when you present your Signature Theatre ticket.

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**ETCETERA ETCETERA** Contemporary Italian.  
352 West 44th Street (between 8th & 9th Avenues)  
(212) 399-4141 • [www.etcetcnyc.com](http://www.etcetcnyc.com)

Receive 10% off total check except Fridays/Saturdays 5pm to 7pm.  
Discount is applied to parties of max 4 people.

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**IL PUNTO RISTORANTE** Fine Italian dining with an extensive wine collection.  
507 9th Avenue (at 38th Street)  
(212) 244-0088 • [www.ilpuntoristorante.com](http://www.ilpuntoristorante.com)

Receive a free dessert with a purchase of an entrée. Offer not valid with special pre-theatre menu.

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**TAGINE FINE MOROCCAN CUISINE** Exotic and alluring with understated elegance.  
221 West 38th Street (between 7th & 8th Avenues)  
(646) 373-6265 • [www.taginedining.com](http://www.taginedining.com)

Receive 15% off the regular menu from 4:00pm to 7:00pm.

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**WEST BANK CAFÉ** Delicious American food and award-winning wine list.  
407 West 42nd Street (between 9th & 10th Avenues)  
(212) 695-6909 • [www.westbankcafe.com](http://www.westbankcafe.com)

Receive a complimentary glass of house wine with purchase of an entrée.  
Offer does not include beer, cocktails, or other beverages.

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For up-to-date offers, please check our website.

## Priority ordering for the Signature Spotlight Series

Signature Spotlight Series events include Q & A's with playwrights, creative team members and actors, as well as discussions related to the productions. These events do not require tickets; they are free and open to the public, though performances on these event dates often fill up quickly. If you are interested in attending one of these events, we encourage you to book tickets early. Some Signature Spotlight Series dates are included in the subscriber booking notifications, while others will be announced closer to the event.

\*All benefits and discounts are subject to change per third-party vendor or at the discretion of management. Benefits and discounts valid through 6/30/20.

## PLANNING YOUR VISIT

All Signature Theatre performances take place at The Pershing Square Signature Center, located at 480 West 42nd Street between 9th & 10th Avenues.

Please note that for the safety of all, bags, coats and containers of any kind are subject to inspection prior to entrance of The Pershing Square Signature Center. Children under five are not admitted into the theatre unless explicitly noted.



## Directions by Subway

A, C, or E Subway to 42nd St., walk west two avenue blocks to theatre.

1, 2, 3, 7, N, R, Q, W, S Subway to Times Square, walk west on 42nd Street several avenue blocks to theatre.

## Directions by Bus

M42 Bus 42nd Street crosstown stops on 42nd St. between 10th and 11th Avenues.

M11 Bus North on 10th Avenue/South on 9th Avenue.

## Parking

**MPG PARKING\*\*** 475 West 41st Street

**ALLIANCE RIVERBANK PARKING** 560 West 43rd Street

**MANHATTAN PLAZA PARKING** 427 West 42nd Street

\*\*Offers discounted parking. Please refer to the Subscriber Benefits section of the handbook for more information.

# CONTACT US

## Address

Signature Theatre  
The Pershing Square Signature Center  
480 West 42nd Street  
New York, NY 10036

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## Website

[www.signaturetheatre.org](http://www.signaturetheatre.org)

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## Social Media



[signaturetheatrecompany](#)



[signaturetheatr](#)



[signaturetheatreNY](#)



[signaturetheatre](#)

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## Ticket Services

Phone: (212) 244-7529

E-mail: [ticketsservices@signaturetheatre.org](mailto:ticketsservices@signaturetheatre.org)

Hours: Tuesday – Sunday, 11am – 6pm

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