Please note that transactions are processed under our (Tix, Inc.) merchant account. As a result, the charge will appear on the cardholder’s statement under TIX EVENT TICKET SERVICES CA and most likely not recognized as the charge placed through Chabot College. As stated in our Ticket Policy below, all tickets are non-refundable.

TICKET & SHOW POLICY | CHABOT COLLEGE ARTS, MEDIA & COMMUNICATION

By using this ticket, ticket holder on his/her own behalf agrees to the following terms and conditions. When we say "our", "us", or "we" or “Arts, Media & Communication (AM&C)” in this Ticket & Show Policy, we mean Chabot College Arts, Media & Communication or its subsidiaries, including, but not limited to, Chabot College Music or Chabot College Theater Arts and websites.

Our goal is to make your show experience as easy and enjoyable as possible. Our Ticket & Show Policy is designed to provide you with much of the information you need. Please take a minute to read the following:

1. REFUNDS
All music and theater tickets purchased through our website are final and non-refundable. Refunds and exchanges of show ticket(s) are available in certain limited circumstances. All refunds or exchange requests must be made during the eligibility period. The eligibility period is 5 business days prior to the show of your purchase. Before purchasing your ticket(s) we urge you to confirm the title, time, location and quantity of tickets for the show you wish to attend.

If a refund is granted, a refund will return the value of the ticket(s) you purchased to the method of payment used for the transaction, plus the per-ticket service fee and subject to certain eligibility restrictions as described below. Amounts paid with gift cards cannot be refunded. If a promo code is used to purchase a ticket, the amount paid with the promo code will be forfeited, and will not be refunded.

2. EXCHANGES
Instead of a refund, you may wish to exchange your ticket(s) for another show time. There are no exchanges permitted, but you may request the ticket be refunded so that you may re-purchase with the correct show and show date.

You may initiate a refund or exchange by contacting Ticketing Services via email available through our website.

You are eligible for a refund or exchange only if you: (i) are seeking a refund or exchange of an entire order (i.e. no partial refunds or exchanges), (ii) initiated the refund or exchange within the refunds and exchanges eligibility period prior to the show of your purchase, (iii) used a credit card or debit card (except gift card purchases cannot be exchanged or refunded) to pay for the transaction.

3. CANCELLATIONS
In the event of performance cancellation, AM&C will alert ticket buyers via email as well as post a notice on the website, and individual tickets for shows will be automatically refunded to the original form of payment. Refunds will only be given to the original purchaser. No refunds will be issued for shows performed.
4. PAYMENT METHODS
AM&C accepts a variety of payment methods, which may include Visa, MasterCard, American Express, and Discover. All debit and credit cards must be issued in the United States of America and accompany a valid form of ID. All credit card and debit card transactions are subject to a service fee. Cash are accepted at the door, but due to limited seating, admission to a performance cannot be guaranteed.

5. RETRIEVING YOUR TICKETS
Please read your email confirmation pages carefully, as they provide you with important information about retrieving your tickets. Please remember to bring your Print-at-Home ticket with barcode to the theater if you used this feature. If you can't print or don't have a printer, take your ticket with you to present the barcode at the door. However, if you have a Print-at-Home Bar-Coded Ticket, you should present it when you arrive at the theater. If you purchased a Mobile Ticket (mobile accessible barcode ticket), bring a mobile device capable of displaying the Mobile Ticket to the theater ticket-taker.

6. PRICING
We sell tickets on behalf of Chabot Music and Chabot Theater. Prices displayed on our website are ticket prices only. Tickets purchased online are subject to service fees collected by TIX EVENT TICKETING SERVICE CA. If you should require financial assistance purchasing a ticket, contact Ticketing Services for eligibility requirements.

7. CONTENT & SPECIAL EFFECTS
Some shows may contain profanity and/or explicit content intended for mature audiences, and/or may utilize special effects such as smoke, haze, and strobes. It is the responsibility of you and your guests to make their own investigation and determination (based on show summaries, reviews, and other available information) of whether the show is appropriate for you and them, including whether any of you or them will be offended or negatively affected by the show’s content or special effects.

8. ARBITRATION
We believe that arbitration is a faster, more convenient and less expensive way to resolve any disputes or disagreements that you may have with us. Therefore, if you have any dispute or disagreement with us regarding any ticket purchases or transactions, you will not have the right to pursue a claim with a third party, in court, or have a jury decide the claim and you will not have the right to bring or participate in any class action or similar proceeding in court or in arbitration. By using or interacting with us, you agree to binding arbitration as provided in this policy.
9. CHANGES TO TICKET & SHOW POLICY
From time to time, we may revise this Ticket & Show Policy. Any changes to this Ticket & Show Policy will become effective upon posting of the revised Ticket & Show Policy on our website. By purchasing tickets, you will be deemed to have agreed to such changes. If you do not agree with the terms of this Ticket & Show Policy, as it may be amended from time to time, please do not purchase tickets from us.