



WELCOME TO THE HEMMENS CULTURAL CENTER



Cameras and recording devices are not allowed in the theatre unless otherwise noted.



An Assisted Listening System is available for hearing impaired patrons. A limited number of wireless headsets can be obtained at the Box Office free of charge for the duration of the performance.



Please turn off all cellular phones, beepers, digital watches and other noise-making devices for the duration of the performance. The management will not interrupt a performance to make an announcement.



Coat Check is available in the Coat-room south of the Box Office at no charge for most events. Management assumes no responsibility for lost or stolen items.



Restrooms are located at both the North (elevator accessible) and South ends of the building on the lower level. Infant changing stations are available in both the Men's and Women's Restrooms.



An Elevator is located in the Northwest section of the Lobby providing access to the lower level, restrooms and pay phones. *The elevator does not service the Balcony.*



Patrons in Wheelchairs may enter the building on the North side by using the ramp and the electric door. Limited handicapped parking is located adjacent to the building on the North side. Cars must display the proper identification to utilize this parking. Contact the Box Office if assistance is required.



Beverages are available at the bar in the Lobby one hour before the performance through intermission; cash only. Patrons are asked to please note the trash receptacles at all entrances to the Theatre. Food may not be taken into the Theatre.



Lost and Found should be turned in or claimed at the Box Office. If you should need assistance after the Box Office has closed, please call and leave a message at 847-931-5900 for a Box Office Representative to return your call on the next business day.

Box Office normal business hours are Monday – Thursday, 10:00am to 1:30pm and 2:30pm to 4:00pm; closed Friday through Sunday. The Box Office typically opens 1-2 hours prior to any performance The Hemmens is selling tickets to. The Box Office is located in the center of the Lobby, and remains open during all Hemmens sponsored events. To speak with a Box office representative please call 847-931-5900.



Tickets are available through the Box Office during regular business hours and 24 hours a day online at www.hemmens.org. Messages can be left on the Box Office's 24 hour voicemail at 847-931-5900; messages will be returned on the next business day. We accept Visa, MasterCard and Discover charge cards. All tickets sales are final; no refunds or exchanges. A \$5 fee applies to all orders placed via phone, fax, or mail (no fees apply if tickets are purchased in person at the Box Office). A \$3 per ticket fee applies to all re-issued tickets (re-issued tickets are held at the Box Office and can be picked up at Will-Call prior to the performance). **Discounts** are typically available through the Box Office only (not online). The **Will-Call window** is located in the Lobby north of the Box Office. Purchaser must present valid photo i.d., credit card used for ticket purchase, and must sign for tickets.



ATM is located in the lobby across from the Box Office.



Smoking of any kind (including electronic devices) is strictly forbidden in any area of the The Hemmens Cultural Center.



Guns/Weapons are not permitted in the Hemmens Cultural Center.

We respectfully request that patrons refrain from unnecessary talking during the performance.