



# Capitol Center for the Arts

## Ovation Society FAQs

### History

#### When was the Ovation Society started?

The Ovation Society grew out of the Capitol Center's second capital campaign which ended in 2003. It provided a way for the Capitol Center's closest friends to support the work of the theatre in a sustaining, leadership fashion. Since its inception, Ovation Society members have collectively contributed over \$2 million to the CCA!

### Benefits

#### How do I use my complimentary tickets?

Ovation members can make use of up to:

- Four (4) complimentary mainstage tickets per season
- Ten (10) complimentary BNH Stage tickets per season

The CCA season runs from August 1 to July 31. Complimentary tickets are "reset" each season and do not carry over between seasons. The use of complimentary tickets will be applied to the season in which the show takes place, even if you redeem the comp in the prior season.

Complimentary tickets may be used for any show except shows that are fundraisers for other nonprofit organizations. While we cannot offer complimentary tickets on "Gold Circle" or "VIP/Meet & Greet Package" price types, we are always happy to find you the best seats possible in the second tier of pricing for your comp tickets.

Please remember to tell Katie, Rae, or the Box Office that you want to use your Ovation comps. They can also help you check how many you have left each season.

#### Is there access to special seating for Ovation members?

Ovation members have access to advance "on-sales" for newly added shows which means that Ovation members have first pick of the best seats! Additionally, the development department often

(unless in the case of sold-out or extremely popular shows) has access to a small number of seats for those Ovation members looking for last-minute tickets.

## Are there special events for Ovation Society members?

Absolutely! Every year we host special "sneak-peek" events for Ovation members. These events give our Ovation members the absolute first chance to see what we are booking for the coming season. When possible, we hold pre-show and intermission receptions throughout the season as well as special nights for Ovation Society members to enjoy the BNH Stage.

In 2024, we are adding a brand new Ovation event in January, as well as bringing back a holiday event just for Ovation members!

## Why do you send Ovation members complimentary Patron-level memberships?

As our closest friends, Ovation members are often the Capitol Center's most passionate ambassadors. We hope you will give your four (4) memberships to friends and family as a way of introducing them to the CCA and our wonderful programming.

## What is Ovation News?

Ovation News is an exclusive email newsletter curated by Katie Collins and the Development team and sent only to Ovation members. This is where you can look out for information about upcoming on-sale dates for new shows, special limited-time offers for Ovation members, invites to upcoming events, and reminders about important dates. Ovation News comes out typically on Tuesdays, although that may vary with special announcements. The email will come from [kcollins@ccanh.com](mailto:kcollins@ccanh.com). If you aren't getting it, first check your spam, then contact us for help!

## Buying Tickets and Attending a Show

### Reminder about third-party ticket sellers!

**It's always best to make sure you are starting your ticket journey from [www.ccanh.com](http://www.ccanh.com)** . Buying directly from the CCA is the only way to make sure your tickets are not only valid but also to protect yourself in the event you misplace your tickets or find that you cannot attend a show. We have recently seen an uptick in the number of patrons who have unknowingly purchased tickets from a third-party site. These websites try to appear as much like our website as possible in the hopes they can trick consumers into purchasing tickets at dramatically inflated prices for our shows. Remember, when in doubt you can always call Katie or Rae or the Box office to double-check and complete your order!

### Where can I park when I come to a show?

We have many parking options in Concord that are conveniently located within walking distance of our venues. Metered parking spaces are free after 7 pm Monday - Saturday and all day Sunday.

Parking options for the Chubb Theatre and BNH Stage include:

- Street parking along Main St., Storrs St., South State St., and other surrounding streets
- Storrs St. Parking Garage- located across the street from the BNH Stage and just a 2 block walk from the Chubb Theatre
- Four (4) designated handicapped parking spaces outside the Chubb Theatre, first come first serve

More detailed information is located on our website at [ccanh.com/faqs](https://ccanh.com/faqs).

### Where can I eat before or after the show?

We encourage CCA members and patrons to visit our Hospitality Partners for dinner before or after a show including:

- Alan's of Boscawen
- Batulo's Kitchen
- The Barley House Restaurant & Tavern
- Beijing and Tokyo Restaurant
- The Common Man
- Constantly Pizza
- The Drafts Sports Bar & Grill
- EJ's on Main
- The Granite Restaurant & Bar
- Hermanos Cocina Mexicana
- Revival Kitchen & Bar
- T-BONES Great American Eatery
- The Works Café

All these local businesses are supporters of the CCA. For more details and locations, check out our [Dining Guide](https://ccanh.com/dining-guide), located on our website at [ccanh.com/dining-guide](https://ccanh.com/dining-guide) and in our Digital Program.

### What is mobile ordering and how can I use it?

Want to skip the line and order your drink or snack in advance? We're excited to offer mobile ordering at both venues as a benefit to all members. Simply download the Clover app and place your order from your phone and it will be waiting for you at the bar!

## Exceptions

### Do Ovation members receive discounted pricing on tickets?

Unfortunately, no, we cannot offer discounted pricing. The Capitol Center is a presenting house which means we do not produce our own shows. Each show that plays the CCA has a unique contract with terms that prevent the discounting of tickets. From time to time, however, we have the opportunity to

offer promotional codes which we happily pass along to our Ovation Society members! And remember, if you buy tickets to three or more shows you get 10% off your order!

### Why do you charge Ovation Society members ticketing fees?

We recognize that ticketing fees can be bothersome. However, as a thank you to our Ovation members we offer periodic days of "fee-free" ticket ordering throughout the season. It is also important to note that these fees stay with the Capitol Center, providing critical income that is separate from that generated for the artists through ticket sales. This income is reinvested into the CCA in products, services, and upgrades that enhance the experience for patrons.

In addition to Ovation's five fee-free days in May, we have also begun to add additional fee-free days for members throughout the season, so watch your Ovation News and other CCA communications for that!

### Do Ovation members get to meet the visiting artists at the Capital Center?

We would love to be able to offer Ovation members the opportunity to meet all of the wonderful artists and performers who play at the Capitol Center. However, the nature of the touring industry is changing, and more and more artists are tying "meet and greet" opportunities to a ticket price. There are sometimes exceptions, and we are always on the lookout for any chance to bring our most generous members to a "meet and greet" event. Artists at the BNH Stage are often more accessible to our audiences, so make sure to watch for opportunities to attend special events in this exciting new space.

## Contacts for Tickets Assistance and Questions

- Katie Collins, Director of Development
  - [kcollins@ccanh.com](mailto:kcollins@ccanh.com)
  - 603-225-1111 x 106
- Rae Easter, Development Manager
  - [reaster@ccanh.com](mailto:reaster@ccanh.com)
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- Box Office
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