

# FAQs for Christmas Spectacular

## **Where is *Christmas Spectacular* held?**

All performances of *Christmas Spectacular* will be held in the Worship Center of First Baptist Dallas. To view a map to the church, visit [firstdallas.org/directions](http://firstdallas.org/directions).

## **When are the performances?**

Performances will take place December 13 and 15. Shows begin at 7pm. The running time of each performance is approximately 1.5 hours.

## **Where should we park?**

We have two garages that offer complimentary parking. We recommend that guests park in the Horner Garage on the corner of St. Paul and San Jacinto and take the Sky Bridge on level 3 of the parking garage across to the Worship Center. Additionally, guests may park in the Ross Tower Garage on the corner of Ross and San Jacinto and walk to the Worship Center.

Buses or oversized vehicles: Due to limited parking options in downtown Dallas, we regret that we are unable to arrange special parking for buses or oversized vans. Maximum clearance in Horner Garage is seven feet.

There are marked handicapped spaces in the Horner and Ross Tower garages. You also have the option of dropping guests off in the port-a-cache (circle drive) by the Criswell Center Lobby on San Jacinto or at the fountain entrance on St. Paul.

## **Is seating reserved?**

Seating is divided into sections with tiered ticket prices. You may choose any seat within the section for which you have purchased a ticket.

## **When do the doors open for a performance?**

Doors will open at 6pm. Performances begin promptly at 7pm. Please allow ample time for travel and parking.

## **Will my online credit card transaction be secure?**

Yes. Credit card transactions are processed with industry-standard security methods, and credit card numbers are NOT stored in our system.

## **Are there refunds or exchanges for tickets?**

No. We do not offer any refunds or exchanges. If you cannot use your tickets for some reason, we suggest that you give them to someone else.

## **Is there a limit to the number of tickets I can purchase per transaction?**

No.

## **May I use "e-tickets" that I print myself for admission?**

No. In order to gain entry to *Christmas Spectacular*, you must have a thermal ticket, which we provide to you.

## **Once I have ordered, how do I get my tickets?**

If ordered on or before Sunday, December 1, tickets will be mailed to the address you provide. We will mail tickets the week of December 2. Tickets purchased after December 1 will be held for pickup at Will Call on the day of the show.

**Where is Will Call? When will it open?**

Will Call is located on level 2 of the Worship Center at the Welcome Center. The booth will be open at 5pm on the day of the show. Please note: tickets may not be picked up in advance. Tickets to Sunday's show may not be picked up at Will Call on Friday. *You must show your confirmation email in order to pick up your tickets.*

**Will I get an email confirmation of my ticket purchase?**

Yes. As soon as the transaction is complete, our system will confirm your purchase with an email.

**Do I get a receipt for my online purchase?**

Yes. Once your order is complete, you may print your confirmation page using the print function on your browser. Also, a detailed copy of your order receipt will be sent to the email address that you provided when checking out. *You must show your confirmation email in order to pick up your tickets.* Please be sure to check your junk mail or bulk mail folders before contacting us if you do not receive your receipt in your email.

**Do you provide wheelchair seating?**

Yes, limited wheelchair seating is available. If you require wheelchair seating, please select this option when ordering tickets.

**Must I buy a ticket for my child?**

Childcare is not provided for this event. Every person (including children) in attendance must have a purchased ticket. *Christmas Spectacular* is appropriate for children ages kindergarten or older. We recommend that younger children not attend.

**Our church wants to bring a large group to this event. How does that work?**

We are delighted to welcome large groups, and we can very easily accommodate. No discounts are provided for large groups, but purchasing tickets as soon as they are available will allow your group to sit in the same section for the performance. Just call 214.969.7796 and we'll take care of your group.

**Is there a discount for senior citizens?**

No. We are unable to offer any discounts for this performance.

**May I take pictures?**

No. We do not allow personal video equipment or cameras of any kind in the Worship Center. The flashes from cameras, as well as the power/recording lights on video cameras, are distracting to the performers and can actually be dangerous for them. Photography/video equipment also hinders the enjoyment of other guests watching the performance.

**What are the ticket booth hours of operation?**

Ticket booths will be open Sundays, November 10, 17, 24, and December 1 and 8, from 12:30-1pm. Booths are located in the First Dallas Worship Center on level 2 and in the Criswell Center Lobby.

You may also call 214.969.7796.