

**GRF OPERATING RULES  
Performing Arts Center**



A. Box Office/Ticketing

1. Tickets are sold to Laguna Woods Village residents only. Residents must show their Laguna Woods Village ID when purchasing tickets.
2. Tickets purchased by credit card may be purchased only with a credit card in the resident's name who is purchasing the tickets.
3. Tickets are sold no more than 90 days prior to the scheduled event.
4. There is a limit of four free tickets or 10 paid tickets per unit for Recreation and Special Events Department-coordinated events/programs.
  - a. The limit of paid tickets per unit for resident-sponsored events is at the discretion of the facility supervisor.
5. No refunds are available on the day of the event for Recreation and Special Events Department events/programs. Refunds for resident/club-sponsored events must be provided by the sponsor.
  - a. Refunds and/or exchanges of tickets must be done by the resident who purchased the tickets.
6. Consignment tickets for theater events must be withdrawn before tickets go on sale and are limited to 10% of the total number of tickets.
  - a. Consignment tickets may not be sold in the lobby. Sales are limited to the reserved facility during a scheduled meeting for that group producing/sponsoring the event.
  - b. Consignment tickets may only be sold to Laguna Woods Village residents.
7. The box office will reprint lost or misplaced tickets for the resident listed as the purchaser. If two tickets are presented for seating at the same show, only the reprinted ticket will be honored for seating at that event.
8. Theater etiquette:
  - a. Flash photography or video recording during public performances is prohibited.
  - b. Turn off or mute mobile phones during performances.
  - c. Food and drink are prohibited (except bottled water or GRF Bar Services drinks).
9. Staffing:
  - a. Clubhouse staff/technicians must be scheduled in the theater by the resident renter anytime it is occupied.
  - b. Clubhouse technicians must operate all systems and equipment in the theater.

Note: The Recreation and Special Events Department reserves the right to review and adjust the operating rules to accommodate the needs of the community. All GRF policies and procedures apply to the use of the amenities. GRF is authorized to take disciplinary action against a member found in violation of the Operating Rules. Register a complaint by contacting the Security Services Department at 949-540-1400 or the Compliance Division at [compliance@vmsinc.org](mailto:compliance@vmsinc.org) or 949-268-CALL.