

# dreamscapes



**TICKETING &  
VENUE FAQs**



Arizona School for the Arts  
**SHOWCASE**  
MAY 27 - 28, 2026  
ORPHEUM THEATRE

## SHOWCASE 2026 TICKETING & VENUE

### FREQUENTLY ASKED QUESTIONS

**Orpheum Theatre Phoenix**  
**May 27 & 28, 2026**  
203 West Adams Street  
Phoenix, AZ 85003

Showcase is part celebration and part fundraiser for Arizona School for the Arts!

**All ticket proceeds, less fees and tax, directly benefit our performing arts programs**—helping us provide exceptional arts education, maintain our facilities, and create unforgettable experiences like Showcase for our students. **Thank you for your support!** [GOASA.ORG/SHOWCASE](https://goasa.org/showcase)

### QUICK TICKETING ANSWERS

#### Q: How much are tickets?

We have **three base levels for adult ticket prices (pricing is per night - May 27 OR May 28)**. This base pricing is lower than last year's and is on par with when Showcase was at the Phoenix Art Museum:

- **Adult Premium Seat:** **\$60** (Orchestra Center, Rows 3-16) - Best view!
- **Adult Standard Seat:** **\$45** (Orchestra Sides & Front Balcony) - Great view!
- **Adult General Seat:** **\$30** (Rear Orchestra & Balcony) - Good view!

#### Youth 18 and under get a special rate:

- **Youth / Student Premium Seat:** **\$30** (half price!)
- **Youth / Student Standard Seat:** **\$22.50** (half price!)
- **Youth / Student General Seat:** **\$15** (half price!)

## PRICE REFERENCE CHART - VISIT [GOASA.ORG/SHOWCASE](http://GOASA.ORG/SHOWCASE)

Ticket Type	ADULT Price	ADULT TICKET With Fees & Tax (Online & Phone)	YOUTH/STUDENT U18 Price	YOUTH/STUDENT TICKET With Fees & Tax (Online & Phone)
Premium	\$60	\$77.34	\$30	\$38.62
Standard	\$45	\$57.94	\$22.50	\$28.97
General	\$30	\$38.62	\$15	\$19.31
Discount *	\$20	\$25.75	\$20	\$25.75

**ALL ONLINE & PHONE ORDERS ARE SUBJECT TO A FLAT ORDER FEE OF \$4.36 in addition to the ticket prices listed above. \* See criteria for this ticket below.**

### Q: Can I get a discount if I attend both nights?

Yes! Purchase a **“BUNDLE (BOTH NIGHTS) TICKET”** and save 20% on your second night tickets!

- **Premium Bundle Ticket:** \$108 + fees and tax
- **Standard Bundle Ticket:** \$81 + fees and tax
- **General Bundle Ticket:** \$54 + fees and tax
  
- **Youth / Student Premium Bundle Ticket:** \$54 + fees and tax
- **Youth / Student Standard Bundle Ticket:** \$40.50 + fees and tax
- **Youth / Student General Bundle Ticket:** \$27.00 + fees and tax

*These prices are for individual seats on both nights. Add fees and tax at checkout (unless purchased in person at the box office).*

### Q: Are there family packages available?

Yes! The **FAMILY PACK TICKETS (ONE NIGHT)** lets you buy 4 tickets together and save money:

- **Premium Family Pack of 4 Tickets:** \$220 (save \$20) + fees and tax
- **Standard Family Pack of 4 Tickets:** \$162 (save \$18) + fees and tax
- **General Family Pack of 4 Tickets:** \$108 (save \$12) + fees and tax

*These prices are for seats on one night. Add fees and tax at checkout (unless purchased in person at the box office).*

## **FAMILY PACK BUNDLE (BOTH NIGHTS) = 4 tickets together, same seats on both nights**

- **Premium Family Pack Bundle:** \$396 (vs \$440 - save \$44!)
- **Standard Family Pack Bundle:** \$292 (vs \$324 - save \$32!)
- **General Family Pack Bundle:** \$195 (vs \$216 - save \$21!)

*These prices are for seats on both nights. Add fees and tax at checkout (unless purchased in person at the box office).*

### **Q: Are there discounted tickets for families with financial need?**

Yes! We want all families to be able to celebrate their student's performance. Discounted tickets are available at **\$20 each** (Standard or General seating) **for families experiencing financial hardship or eligible for free and reduced lunch. All requests are handled confidentially.**

- **How to request:** Email [development@goasa.org](mailto:development@goasa.org) to request a discount code
- **Ticket price: \$20** (versus \$45 Standard or \$30 General)

**Actual cost with fees and tax: \$25.75** (plus, one-time \$4.36 order fee, if purchased online/phone)

### **Q: What if I am a Circle of Giving member?**

**Circle of Giving is ASA's lead donor recognition program. Circle of Giving donors (\$4,000 and above) receive 2–4 complimentary orchestra-level tickets** as a benefit of their lead giving. If you are a Circle of Giving member, watch for a promo code and instructions from our Development team and enter it at checkout to redeem your tickets.

### **Q: What about fees?**

**Important: The Orpheum Theatre adds fees to online and phone purchases:**

- At checkout, an **18% convenience ticket fee** and
- **9.1% sales tax** is added to your ticket price, plus
- **9.1% tax** on the convenience ticket fee itself.
- **\$4.36 order fee** (flat fee per order)
- *ASA is covering the \$3/ticket facility fee.*

## **HOW TO AVOID OR REDUCE FEES:**

**BUY IN PERSON AT THE BOX OFFICE - NO FEES, JUST TAX!**

### **Box Office Locations:**

- 1. Phoenix Convention Center Box Office** - open during regular business hours, see below.
- 2. Orpheum Theatre Box Office** - only open for ticket sales, during:
  - On-site rehearsals on May 27 and May 28 (hours TBA)
  - Performance nights: Open 90 minutes before the performance

## WHO'S PERFORMING WHEN

### Q: How do I know if my student is performing in Showcase and which night(s)?

Refer to this [document for the mainstage performance groups for each night](#), or check with your child's arts teacher if you have additional questions.

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## SEATING

### Q: Can I choose my exact seat?

Yes! When you purchase tickets online or at the box office, you'll see a seating chart and can pick your seats.

### Q: What's the difference between Premium, Standard, and General?

- **Premium** = Orchestra Center (front-center section, Rows 3-16) - You're close and centered!
- **Standard** = Orchestra Sides + Front Balcony - Great views from the sides or balcony
- **General** = Rear Orchestra (back rows 23-29) - Furthest back, but still good

### Q: Where should I sit?

It depends on your budget and preference! All seats have good views of the stage!

### Q: Are there accessible seating options?

Yes! The Orpheum Theatre is ADA accessible. Contact the box office ([602-262-7272](tel:602-262-7272)) for accessible seating assistance.

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## PURCHASING TICKETS

### Q: When do tickets go on sale?

**Ticketing pages are set to go live on Thursday, April 9, 2026**

### Q: Where can I buy tickets?

🖥️ **ONLINE:** Orpheum ticketing links will be posted at [goasa.org/showcase](https://goasa.org/showcase)

🏠 **IN-PERSON: (NO processing or order fees!)**

- **Phoenix Convention Center Box Office** located in the West Building (100 N. 3rd Street, Phoenix). Hours of Operation: Monday - Friday, 10 AM to 4 PM, and can be reached at 602-262-6225. Please be advised that they are a cashless venue. You may pay with a physical card or tap to pay with Apple Pay.

- **Orpheum Theatre Box Office** located at 203 West Adams Street Phoenix, AZ 85003 (the Orpheum Box Office will ONLY take ticket orders on **rehearsal days at the Orpheum (hours TBA)** and **90 minutes before each show** on May 27 and May 28). All other days, please go to the Phoenix Convention Center Box Office.

➔ **BY PHONE:** Call eTix at **1-800-514-3849** to speak with a representative while purchasing. Hours are Monday – Saturday 6 AM – 5 PM; Sunday 9 AM - 5 PM. **Note: processing fee (18%), tax (9.1%), and order fees still apply to phone orders.**

### **Q: How many tickets can I buy?**

You can purchase as many tickets as you need for your family and friends!

### **Q: Does my ASA student need a ticket for a night they are NOT performing?**

Yes! All audience members, including children and ASA students attending as guests on nights they are not performing, need a ticket. We've lowered the age for child tickets from last year.

**Children/Students 18 and under receive the discounted rate:** Premium: \$30 (instead of \$60); Standard: \$22.50 (instead of \$45); General: \$15 (instead of \$30)

**Example:** If your child is performing on Wednesday night and wants to watch their friends on Thursday night, they'll need a ticket for Thursday night.

### **Q: Can I get a refund or exchange my tickets?**

**No refunds or exchanges are available for this event.** Please carefully review your ticket selection before purchasing.

#### **For ticketing questions or issues, contact:**

##### **eTix Customer Support** (accepts phone orders)

Monday – Saturday: 6 AM – 5 PM

Sunday: 9 AM - 5 PM

Phone: 1-800-514-3849

##### **Orpheum Box Office** (no phone orders accepted)

Monday – Friday: 10 AM – 4 PM (Except Holidays)

Phone: 602-262-7272

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## **PERFORMANCE DETAILS**

### **Q: What time does the show start?**

The performance starts at 7:00 PM

### **Q: When do doors open?**

Lobby Doors open at 6:00 PM

House Doors open at 6:30 PM

### Q: How long is the show?

Approximately 2 hours, including a 20-minute intermission.

### Q: Can I take photos or video?

Showcase is a professionally produced performance—just like attending the symphony, opera, or ballet! To honor our students' hard work and maintain the magic of live performance, please silence and put away all devices during the show — **no photography, video, or flash.**

Thank you for respecting the performance and helping create a professional experience for our students!

### Q: Is there a dress code?

Casual to dressy attire is welcome! Many families dress up for this special occasion. We ask that all guests wear clothing appropriate for a school event.

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## PARKING & ARRIVAL

### Q: Where do I park?

For all information regarding parking, public transportation, maps, and other related information, please visit: [orpheumphx.com/parking](http://orpheumphx.com/parking)

### Q: What time should I arrive?

Please allow ample time for parking, arrival, and security screening at the Orpheum. The event timings are detailed above. It is recommended that guests arrive approximately 60 minutes before the start of the performance. Please review the [Orpheum bag policy and the list of prohibited items](#) prior to your arrival.

### Q: Is the Orpheum Theatre easy to find?

Yes! The historic Orpheum Theatre is located at [203 West Adams Street](#) in downtown Phoenix

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## BAG & SECURITY POLICY

### Q: What is the bag and security policy?

There is a security screening process for all public shows at The Orpheum Theatre. All guests will pass through metal detectors to screen for prohibited items.

#### Permitted bags:

- Clutch bags no larger than 8.5" x 5.5"
- Clear bags up to 12" x 6" x 12"
- Medical and family bags
- No other bags are permitted, and all bags are subject to search.

### Prohibited items include:

- Weapons of any kind
- Outside food & beverage
- Outside alcohol
- Any non-clear bag or purse larger than 8.5" x 5.5"
- Illegal drugs
- Balloons
- Glass, ceramic, or metal containers
- Other items deemed prohibited by the Venue's Security Manager

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## STILL HAVE ADDITIONAL QUESTIONS?

### For specific questions regarding your ticket order or to order tickets:

#### **eTix Customer Support** (accepts phone orders)

Monday – Saturday: 6 AM – 5 PM

Sunday: 9 AM - 5 PM

Phone: 1-800-514-3849

#### **Orpheum Box Office** (no phone orders accepted)

Monday – Friday: 10 AM – 4 PM (Except Holidays)

Phone: 602-262-7272

### For General Ticketing Questions:

Purchases or seating changes should go through eTix (contact info above)

- Email: [development@goasa.org](mailto:development@goasa.org)
- Phone: **602-257-1444 x1118**
- Website: [goasa.org/showcase](http://goasa.org/showcase)

### For Performance or Rehearsal-Related Questions:

Contact your student's department chair

- **Band:** Derek Sanchez  
[sanchez@goasa.org](mailto:sanchez@goasa.org)
- **Choir:** Jessica Elder  
[elder@goasa.org](mailto:elder@goasa.org)
- **Dance:** Gia Firicano  
[firicano@goasa.org](mailto:firicano@goasa.org)
- **Guitar:** Joshua Pierce  
[pierce@goasa.org](mailto:pierce@goasa.org)
- **Piano:** Dr. Elias-Axel Pettersson  
[pettersson@goasa.org](mailto:pettersson@goasa.org)
- **Strings:** Maria Simiz  
[simiz@goasa.org](mailto:simiz@goasa.org)
- **Theatre:** Dr. Craig Kosnik  
[kosnik@goasa.org](mailto:kosnik@goasa.org)