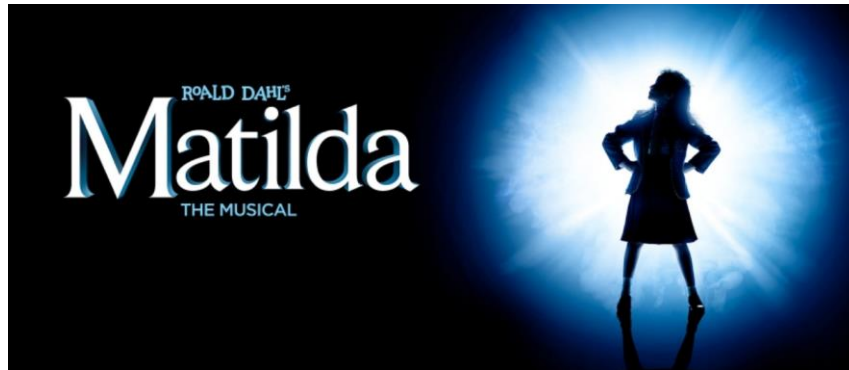


Magical Starlight Theatre

Frequently Asked Questions



1. What are the dates and times of the shows?

- Friday, January 13, 2023 at 7:30 pm
 - Saturday, January 14, 2023 at 1:30 pm
 - Saturday, January 14, 2023 at 6:30 pm
 - Sunday, January 15, 2023 at 1:30 pm
-
- Friday, January 20, 2023 at 7:30 pm
 - Saturday, January 21, 2023 at 1:30 pm
 - Saturday, January 21, 2023 at 6:30 pm
 - Sunday, January 22, 2023 at 1:30 pm

2. When and where can we buy tickets?

Tickets are available for purchase for residents and nonresidents beginning Monday, December 5, 2022 at 8:30am.

Tickets may be purchased via phone, online at napervilleparks.org or during regular business hours at the Alfred Rubin Riverwalk Community Center, 305 West Jackson Avenue Street or Fort Hill Activity Center, 20 Fort Hill Drive. You will receive an e-mail confirmation of your purchase. Your tickets will be available at check in at the Auditorium lobby prior to the performance. Advanced tickets can be purchased until 4:00 p.m. on the Friday of the performance weekends. After that time, tickets must be purchased at the performance for the remainder of the weekend. Tickets purchased at the door are \$17. Cash and credit card are accepted.

You can purchase tickets at the box office for all performances in the same weekend. You cannot purchase tickets at the box office during the first weekend (January 13-15) for the second weekend of shows (January 20-22).

3. How do I register for a performance online?

Visit napervilleparks.org and click the green [Online Registration](#) banner at the top of the page. Search for the performance by typing *Matilda*. Select the performance and add it to your cart. Login or Create a New Account. Everyone, regardless of Naperville residency, you will need an account in order to register.

4. Where is the Auditorium located?

The Auditorium is located at Naperville Central High School, 440 Aurora Ave. Please use Door #24, which is on the northwest side of the school. The door faces West Street and Hillside Rd. Please enter the parking lot from West Street or Hillside Rd.

5. When does the box office and house open?

The box office and lobby open one hour before the show begins and the house (theater) opens 30 minutes before the show begins. Seats cannot be saved prior to the house opening.

6. Do we have reserved seats?

All shows are general seating.

7. Can I request a refund for the performance or transfer to another performance?

This program follows the Park District refund policy, which states withdrawal requests received more than 72 hours before the performance will receive a refund. Requests received less than 72 hours in advance will not receive a refund.

You can transfer to another performance if another performance is available and the performance you purchased tickets for hasn't taken place.

8. How do I pick-up my pre-purchased ticket?

When you arrive in the lobby of the auditorium you will give your name at the Will Call tables. You do not need your confirmation email.

9. It says the minimum age is 4, can a younger child attend?

The show is recommended for ages 4 and up; however, you are able to bring a younger child if they are able to sit through the performance. Each child needs a ticket. Please be respectful to the audience and actors and exit the theater if needed.

10. How long does the show run?

The *approximate* show time is 2 ½ hours, which includes a 15 minute intermission.

11. Are there concessions?

Concessions will be sold at intermission. No food or drink is allowed in the theater. Concessions are cash only.

12. Is handicap accessible seating available?

Yes, handicap accessible seating is available. For large groups that need accessible seating, please contact Brittany Malatt, Program Manager at bmalatt@napervilleparks.org or 630-848-3619.

13. Are there group rates?

We do not offer group rates.

14. Can I meet the cast?

In order to keep our cast as healthy as possible, the cast will not be available after the show for pictures and autographs in the lobby.

15. Is a sign language interpreter available?

A sign language interpreter will be present at the performances on Saturday, January 14 at 6:30pm, Sunday, January 15 at 1:30pm, Friday, January 20 at 7:30pm and Saturday, January 21 at 1:30pm. (bm)