

Frequently Asked Questions

Membership:

1. *What's the difference between an active member and a non-member?*

An **active** member is someone who has paid a membership fee and receives membership perks (on our mailing list for publications and receives discounts on prints, rentals, concerts, and gift shop items).

A **non-member** is someone who may have registered for events, summer camps, or made a donation-you can have a log in to the nedsmithcenter.org website for these registrations, but that does not make you an active member.

2. *How do I check my membership status?*

You must log in to your nedsmithcenter.org account. Select Membership. (It's a drop-down menu if you're on your phone.) This will tell you what level of membership you have (if you have one) and when it expires.

3. *What if I can't log into my online account?*

Please select "Forgot Password" and reset your password.

****Staff do not have the ability to set a new password for you-at most we can tell you which email you have on file**.**

4. *What if I lost my membership card?*

If you lost your active member card and would like a new one (or multiples for members of your household-ONLY applicable to Family Level and higher), please email info@nedsmithcenter.org

Ticket Purchasing Information:

5. *Can I, as an active member, purchase tickets for non-members at the active member rate?*

Yes! The person who PURCHASES the tickets must be an active member using their own online account.

6. *I purchased tickets online. Do I need a receipt to check in? What about guests that I purchased tickets for?*

No. We do not require physical tickets for performances. However, the QR code on your ticket can make your check-in faster. But we are happy to check you in at the door using your FIRST and LAST name. It is important to fill out the first and last name when registering any guest. If you are unsure who may be able to attend, but you'd like

to be sure to snag a seat before the show sells out, you are welcome to put the purchaser's first and last name in place of an unknown guest.

7. *What if my membership was active at the time of purchase, but now it's in-active? Will I be asked to pay the difference at the door?*

Life sometimes gets in the way and things slip through the cracks; we completely understand. As long as your membership was active at the time of purchase, you will not be asked to pay the difference at the door. We do hope you'll come back and update your membership with us in the future though! Your membership dues help us bring new performers to the Center every year!

8. *How do I check how many tickets I've purchased and for which events?*

You will need to log into your nedsmithcenter.org account where you can check the status of any events you've registered for. If you forgot your account information, please refer to FAQ #3.

9. *When can I buy tickets? Are there any deadlines I should know about?*

You can buy tickets **online** until 11pm the day before the show and receive the member rate. *Vouchers, however, must be redeemed in person or by calling the Center by 4pm the day before the show.* The same goes for any ticket purchases in person or by phone - they must be completed by 4pm on the day before the show. For shows that are not sold out, same-day tickets may only be purchased at the door. Note that discounts may no longer apply to same-day ticket sales.

Refunds/Rescheduling:

10. *What is the refund policy?*

As a general rule, **all** ticket sales & season passes are final and non-refundable.

11. *I bought a ticket, but now I can't make it, what can I do?*

- a. **We will only allow exchanges 2 weeks in advance of the original performance date you purchased the tickets for.**
- b. We will allow an exchange on tickets within the season (i.e.- 2026 concert season) valued at, but not exceeding, the amount originally paid.
EXAMPLE: You bought a \$25 ticket for one concert but could not make it. We will allow you to apply a \$25 credit towards a \$35 concert ***WITHIN the 2026 season.*** You will be expected to pay the difference.
- c. If a personal emergency occurs, we cannot offer an exchange of tickets or a refund ***within 2 weeks of the original performance date UNLESS it's within 24***

hours of purchasing the tickets. Please note that there are some exceptions. If you have any questions please call 717-692-3699, x6.

12. What if I bought a ticket, but now I can't make it and I missed the opportunity to exchange my tickets for another show?

While a refund or exchange is no longer possible, we will allow you to swap your name out for someone else, free of charge. Please email info@nedsmithcenter.org so that the new attendee may check in with their own name or you can instruct them to check in with the original ticket holders first and last name.

13. What if the show is sold out but I still really want to go?

You can still register on our website through the event registration page to be put on a wait list. You will be notified if someone cancels their tickets.

14. What if the concert gets canceled?

If the concert is canceled altogether, refunds will be automatically applied to the card used to purchase the tickets. This typically takes 5-10 business days for the refund to process. If you paid cash, please allow up to 10 business days for us to issue a check to the person who purchased the tickets. For example, if you used your friend's active member account to purchase tickets, all monies will be sent to the address on file for that friend's account.

DeSoto Season Pass Holders: Should the Ned Smith Center or the performer of a show cancel, without replacing, a show included in your season ticket package, Ned Smith Center may provide you a refund of the value of the ticket for the cancelled show. However, your season ticket package will not otherwise be affected. Season ticket packages, including tickets for any individual show or performance, are not otherwise refundable except in Ned Smith Center's sole discretion.

15. What if the event is rescheduled?

In the event the show is rescheduled we will allow refunds as requested for up to 2 weeks (10 business days) after the reschedule date is announced. However, any tickets purchased AFTER the reschedule date is announced will not be eligible for a refund. DeSoto Season Pass Holders are NOT eligible for a refund or partial refund if the show is rescheduled. Pass Holders may allow someone of their choice to take their place—they will still need to check in with first & last name of the original season pass holder at the door.

16. Is there a limit to how many active member discount tickets I can purchase as an active member?

No! Go crazy!