

Hamilton: Public On-Sale Frequently Asked Questions

The public on-sale for *Hamilton* at the Kennedy Center will take place on Monday, March 26, 2018, beginning at 8 a.m. ET.

There is a four (4) ticket limit per household for *Hamilton*. [You will need to create a kennedy-center.org account in order to purchase tickets online.](#) We strongly recommend creating your account in advance of March 26. When ordering tickets online, by phone, or at the box office, patrons will have the option to either have tickets mailed or to pick them up at the box office. In a concerted effort to protect consumers, tickets ordered online or by phone will not be mailed or available for pick up until 30-45 days after purchase. Patrons will not receive their tickets by email or be able to print their tickets at home.

Please note: Patrons may NOT park or sleep overnight on Kennedy Center property.

Please read full details below to learn more about the on-sale.

When is Hamilton at the Kennedy Center?

Tuesday, June 12, 2018 – Sunday, September 16, 2018

When is the public on-sale?

The public on-sale for *Hamilton* will take place on Monday, March 26, 2018, beginning at 8 a.m. ET.

How many tickets can I purchase?

There is a four (4) ticket limit per household. If you already purchased tickets during the member priority period, those tickets count towards the ticket limit per household.

Why am I only able to purchase 4 tickets?

The ticket limit is in place to allow as many people as possible the opportunity to purchase tickets for *Hamilton*. Any and all transactions online, by phone, or in-person that are detected to be bot purchases, patrons creating duplicate accounts in order to purchase more than four (4) tickets, or any action that indicates a purchase in excess of the four (4) ticket limit may be cancelled without consideration.

What are the ticket prices?

At the on-sale, tickets are \$99, \$149, \$179, and \$199 with a select number of premium seats available for all performances for \$625. Prices are not inclusive of fees.

Where can I purchase tickets?

Tickets will be available for purchase online at www.kennedy-center.org, using our new “Fast Find” tool, or by calling (202) 467-4600. You can also purchase tickets in-person at the Kennedy Center box office. If you purchase tickets from any other source, we cannot guarantee your seats.

What is the process for purchasing tickets online?

At 8 a.m. ET on March 26, tickets will go on sale to the public at kennedy-center.org. Due to anticipated demand, patrons will encounter an online waiting room before entering the website. See below for complete details on the online ticket purchase path:

- **Create an account ahead of time**

[You will need to create a kennedy-center.org account in order to purchase tickets online.](#) Please note that due to the anticipated high demand, the full Kennedy Center website may not be available beginning the evening of March 25 or earlier.

- **Join the online waiting room at kennedy-center.org on March 26**

When you visit kennedy-center.org on March 26, you will be automatically placed in the online waiting room. All patrons in the waiting room by 8 a.m. ET will automatically receive a random place in the purchase queue. (There will be no advantage to entering the waiting room page beginning at 3 a.m. ET versus 7 a.m. ET, as your place in line will be randomly assigned at 8 a.m. ET.) Once your number in the purchase queue is assigned, you will remain in that place as you approach the front of the line. Patrons visiting www.kennedy-center.org after 8 a.m. ET will be placed in order at the back of the line. If you are still in the waiting room and the tickets sell out, you will be notified with a message on your screen that there are no tickets left.

- **Enter the website and find your tickets**

Keep an eye on your place in line—once you reach the front of the line, you will have **10 minutes** to enter the website. You will be asked to log in with your Kennedy Center account before shopping for tickets. **There will be no guest checkout for *Hamilton***—please [create your Kennedy Center account](#) in advance on our website and ensure that you know your password. There is a maximum purchase limit of 4 tickets per household. (If you already purchased tickets during the member priority period, those tickets count towards the ticket limit per household.) Once you have tickets in your cart, you will have 15 minutes to purchase those seats. You will only be allowed to make one transaction, so please add all tickets to your cart before entering your payment information and checking out. Please be aware that elements of the website may not function properly on browsers older than Internet Explorer 11.

What is “Fast Find”?

If you are purchasing tickets online, you will use our new “Fast Find” tool. You will select the number of tickets you’d like, the date(s) you can attend, and can filter by section or price. The website will return to you the set of tickets that best matches your specifications. To learn more about “Fast Find”, [please watch this video](#).

Can I purchase tickets to multiple performances online?

Within the four ticket limit, if you’d like to purchase tickets to multiple performances, click the "Add Tickets" button after you select your first ticket(s), or when you arrive at the checkout page BEFORE entering your payment information. Please note that you will only be able to complete your transaction (that is, pay for the tickets in your cart) once. And if you've already reached your 4-ticket limit, you will not be able to purchase any more.

How do I log in to the Kennedy Center website?

We strongly suggest that anyone planning to purchase online set up or verify their kennedy-center.org online account information prior to their on sale, in order to make the ticket purchase process as smooth as possible. Please visit [kennedy-](#)

center.org/account/login to make sure your email/username and password are valid and working well in advance of March 26. You will be asked to log in to the website before you can access tickets for purchase. You will not be able to purchase tickets online without a kennedy-center.org account. Please note: due to the anticipated high demand on the website, the full Kennedy Center website may not be available beginning the evening of March 25.

When will the Kennedy Center box office open on March 26, 2018?

For in-person sales, the Kennedy Center box office will be open from 8 a.m. ET to 10 p.m. ET on Monday, March 26, 2018, when the building opens to the public. A line will form outside the Hall of States entrance. Public Parking will be available at the Kennedy Center Garage on levels A only. Patrons may NOT park or sleep overnight on Kennedy Center property.

How will I receive my tickets?

Patrons will have the option to either have tickets mailed or to pick them up at the box office. In a concerted effort to protect consumers, tickets ordered online or by phone will not be delivered or available for pick up until 30-45 days after purchase. Patrons will not receive their tickets by email or be able to print their tickets at home.

I found tickets online that are twice as expensive as your listed ticket prices!

Please note that www.kennedy-center.org is the ONLY authorized source for *Hamilton* tickets in Washington, DC. If you purchase tickets from any other source, we cannot guarantee your seats.

Are there Audio Described, Open Captioned, and ASL performances?

Yes:

1. There are Audio Described performances on Saturday, June 23, 2018 at 1:30 p.m.; Wednesday, July 11 at 7:30 p.m.; Sunday, July 15 at 1:30 p.m.; and Saturday, August 25 at 1:30 p.m.;
2. There are three Open Captioned performances: Friday, June 22, 2018 at 7:30 p.m.; Sunday, July 1, 2018 at 1:30 p.m.; and Friday, September 7, 2018 at 7:30 p.m.;
3. There are three Sign Interpreted performances: Tuesday, June 26, 2018 at 7:30 p.m.; Friday, June 29, 2018 at 7:30 p.m.; and Tuesday, September 4, 2018 at 7:30 p.m.

How can I buy accessible seating for someone with a disability?

Accessible seats may be purchased by phone through InstantCharge at 202-416-8529, online at www.kennedy-center.org, or in person at the Box Office. If you have questions about accessibility prior to when the tickets go on sale or would like information on how to request an accommodation, please contact the Accessibility Office at 202-416-8727 or access@kennedy-center.org. Please note that the Accessibility Office cannot sell tickets.

What if I can't find my tickets or they get lost in the mail?

Tickets that have not been received, for any reason, including lost or stolen, will be held at Will Call under the original account-holder name, and may be picked up with a valid photo ID beginning two hours prior to curtain time on the performance date ONLY. No exceptions. If you require replacement tickets to be held at Will Call, please call (202) 467-4600.

What if I can't attend my purchased performance?

Since all sales are final, we are unable to offer refunds. Be sure to check the following information before completing your purchase: show title, day, date, time of performance, and number of tickets.

Why are you using a virtual waiting room and randomly sorting everyone in line?

This is an important tool for combatting ticket brokers and it guarantees you keep your virtual place in line. You will get regular updates on your wait time and ticket availability.

Will more tickets be released later?

Additional seats may be made available for sale closer to the engagement. Patrons are advised to check www.kennedy-center.org for seats which may become available at short notice.

Can I get on a waiting list for tickets?

There is no waiting list for *Hamilton* tickets.

Are there any discounts available?

There are no discounts for *Hamilton*.

Will there be a rush program/ticket lottery/Ham4Ham tickets?

There will be forty (40) \$10 orchestra seats offered for all performances. Details will be announced closer to the engagement.

What is the running time for *Hamilton*?

Running time is 2 hours and 45 minutes including intermission.

Is there an age recommendation?

Hamilton is recommended for ages 10+. There is some strong language and non-graphic adult situations.

Warning about unofficial ticket sellers:

The ONLY OFFICIAL website for purchasing tickets to *Hamilton* at the Kennedy Center is www.kennedy-center.org. Purchasing tickets from any other seller or website runs a high risk of receiving fraudulent tickets or paying extremely inflated prices.

Ticket buyers who purchase tickets from a ticket broker or any third party should be aware that the Kennedy Center is unable to reprint or replace lost or stolen tickets and is unable to contact patrons with additional information. If you arrive at a Kennedy Center performance with a fraudulent ticket, you will not be allowed entry and may be subject to investigation.

Protect your tickets:

Each ticket has a one-of-a-kind barcode, and when you share your tickets along with your personal information online, your tickets can be compromised. You can still share your excitement online, just make sure to [#CoverTheCode](https://www.kennedy-center.org/coverthecode) by covering the barcode and any other personal information on your ticket.