

Drury Lane Oakbrook Terrace

Additional Theatre Subscription Information

Box Office Telephone Numbers

Box Office (630) 530-0111
Main number/Dinner Reservations (630) 530-8300
Box Office Fax (630) 530-0436

Box Office Hours*

Monday – Tuesday 9 a.m. - 5 p.m.
Wed – Saturday 9a.m. - 8 p.m.
Sunday 11 a.m. - 6 p.m.

* Hours may vary, please call.

Subscriber Advantages

- Priority seating for all 5 productions.
- Unlimited ticket exchange privileges.
- Discounted ticket prices.
- Discounts on dining. Prices may vary.
- Professional theatre close to your home without the hassles of going downtown.
- Free Parking.

Ticket Exchange Policy

- If tickets are received by our box office more than 48 hours prior to your scheduled show time, the exchange is \$2 per ticket. If it is less than 48 hours before your show or you have already missed your scheduled show, the fee is \$4 per ticket. Exchange fees may be paid by check or credit card.
- Tickets can only be exchanged approximately 8 weeks prior to the opening day of each show.
- Upgrade exchange fees may apply.
- Tickets may be exchanged within the same show only. They may NOT be transferred from one production to another.
- If multiple parties wish to be seated together, tickets must be received at the same time.
- Lost tickets cannot be exchanged; they can be reissued for your original day, time and seats.
- Season tickets cannot be refunded at any time.
- Exact seating location may be selected at the Box Office window.

Methods of exchange:

By fax:

- Cut each ticket in half horizontally (lengthwise).
- Make a copy of the torn tickets or tape them to a piece of paper.
- Include your first and last name, phone number, and one specific exchange date & time.
- Also include a credit card number and expiration date for the exchange fee.
- We will only contact you if there is a problem with the exchange date or if we cannot read something on the fax. You may call to confirm that your fax has been received.

By mail:

- Return tickets to: Drury Lane Theatre
Box Office
100 Drury Lane
Oakbrook Terrace, IL 60181
- Please provide one specific exchange date & time, name, phone number.
- Please include a check made out for the appropriate exchange fees. (see above for pricing).
- If you would like your exchange tickets mailed back, please include a self addressed stamped envelope.

In person:

- Please have a few alternate exchange dates in mind.
- Ticket exchange fees may be payable by cash, check or charge.
- Please try to avoid coming into the box office to make a ticket exchange during the pick up time for any of our shows. We will be trying to get other patrons into the theatre in a timely manner and do not want to cause anyone unnecessarily long wait times. We recommend coming in 1 hour prior to the show time to make an exchange.

Miscellaneous Theatre Information and Policies

Handicapped seating: Accessible seating is available for wheelchair users. Please call the Box Office to arrange for your needs.

Latecomers: Patrons who arrive late for a performance will be seated at the discretion of the House Manager.

Children: As a courtesy to our patrons, we do not allow children 5 or under to be admitted to our adult theatre.

Hearing Devices: Hearing devices are available free of charge. Please ask for one at the Box Office window.