

THE **VETS**



IMPORTANT
TICKET & EVENT
INFORMATION



THEVETSRI.COM
401.421.2787



BOX OFFICE

Please check your tickets. If you notice any inconsistencies, please contact the Box Office by phone at 401.421.ARTS (2787) or email questions to box_office_questions@ppacri.org.



The VETS walk-up Box Office is located at the Providence Performing Arts Center, 220 Weybosset Street Providence, RI 02903.

Regular Box Office Hours:
Mon-Fri 10am-5pm; Sat 10am-2pm.

Summer Box Office Hours may vary. Please call the Box Office to inquire about summer dates and hours.

The VETS on-site Box Office is located at One Avenue of the Arts and is only open on show days. Please call ahead, 401.421.2787, for on-site hours of operations on show days.

www.TheVetsRI.com and www.PPACRI.org are the only Official Ticketing Providers for The VETS.

Tickets purchased from other sources may be more expensive, invalid, or ineligible for assistance. The VETS is not responsible for tickets purchased from other sources.

All tickets include a facility fee. Ticket prices are subject to change without notice.

Children under the age of six are not permitted at events unless they are designated family shows.

All sales are final, no refunds.



DIRECTIONS & PARKING

The VETS is located at
One Avenue of the Arts
Providence, RI 02903



The VETS is located between
Providence Place Mall and the
Rhode Island State House
and is visible from I-95 in either direction.

*Due to ongoing roadwork, road closures
and alternate traffic patterns may be in
effect. Please plan accordingly.*

Paid parking is available in The VETS lot
located directly in front of the building.
Entrance to the lot is on Park Street.
Event parking is \$27 and may be limited.

Paid parking is also available in the
Providence Place Mall garage located
directly behind The VETS. The North
Entrance is on Hayes Street. Parking is \$2
for 5 hours. To exit the lot on foot, take the
North elevators or stairs to level P2. This
will bring you to street level directly behind
the theater. Enter the building on the Park
Street side entrance (highway side) or
continue up the sidewalk to the
theater front entrance.

Free parking is available in the State House
parking lots on Smith Street (VETS guests are
allowed access to this lot during VETS
events regardless of signage saying state
house employees only).

On-street parking is available on Francis
and Smith Streets.

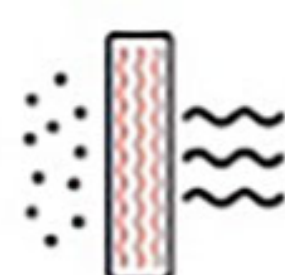
For directions and parking information visit
TheVetsRI.com/Direction-Parking

HEALTH & SAFETY



What We Are Doing To Keep You Safe...

Air Quality



The VETS has installed MERV-13 filters and established enhanced outside air exchange protocols to provide greater amounts of fresh air from its air handling system.

Cleanliness



Through our partnerships with Clorox, increased janitorial protocols have been implemented across all areas of the building, focusing on increased cleaning and sanitizing with specific emphasis on high touchpoints and frequency utilizing the latest in Clorox Total 360 Electrostatic Technology.

Contactless Amenities



Touchless Ticket Scanning Kiosks have been installed to allow patrons to scan their own tickets upon entry.

Touchless Purell hand sanitizer dispensers have been installed throughout the venue.

Concessions



Concessions only accept cashless payment options including credit, debit, and mobile payments.

THE VETS



GUEST ENTRY PROCESS



HAND SANITIZER



BAG CHECK



MAGNETOMETER



TICKET SCANNING



HAND SANITIZER





SAFETY & SECURITY

Walk-through metal detectors are now used at all performances. Please plan to arrive 30 to 45 minutes prior to curtain time.

Firearms, weapons, laptops, briefcases, or suitcases are not allowed in the theater.

All bags are subject to search; bags that pass inspection must fit comfortably under a theater seat.

There is no secure storage area and confiscated items cannot be returned.

Providence Police details are on site for all events.

The VETS Management reserves the right to change the security policy or implement any security measures required for any performance without prior notice.

Additional Theater Policies

Cameras are not permitted in the theater.

Cell phone use (including cell phone cameras) is not permitted in the theater and all devices should be turned off before the start of the show.

Outside food and drink is not permitted, however items purchased from The VETS snack bars are allowed inside the theater.

Late arrivals will be seated at the discretion of the House Manager in accordance with the late seating policy for the show.

For more info visit TheVetsRI.com/FAQS



ADDITIONAL INFORMATION

Where is the nearest ATM?

The nearest ATM is located inside the lobby of the Renaissance Hotel located next door. There is also a Rhode Island Credit Union branch up the street.



Does the theater serve food?

The theater has full-service concessions offering snack options such as candy, cookies, pretzels, popcorn, as well as alcoholic and non-alcoholic beverages. Concessions only accept cashless payment options including credit and debit cards and mobile pay.

What if I arrive late?

Late arrivals will be seated at the discretion of the House Manager in accordance with the show's late seating policy.

Is smoking allowed?

The VETS is a non-smoking facility. Smoking or vaping is allowed outside the building in designated areas.

Do you have a lost and found?

The VETS is not responsible for lost or stolen items. If misplaced items are discovered they will be held in the administrative office of The VETS for you to retrieve. Please call ahead to see if your item has been found at 401.222.1467 between 12-4pm.

First-Aid

First-aid service is available through our house management as well as our on-site fire department detail. If medical assistance is needed, please notify the nearest usher or staff member immediately.

Guest Courtesy

The VETS is committed to providing an enjoyable and safe experience for all its guests. In order to maintain a pleasant atmosphere for all attendees, we politely request all guests exercise courtesy to others around them. Excessive talking, overt intoxication, and disregard for the policies and regulations of the building and artists will lead to ejection from the building without refund. Any issues resulting from disruptive behavior may be brought to the attention of The VETS staff and will be handled accordingly by The VETS Security and Management.



ACCESSIBILITY INFORMATION

The VETS is dedicated to ensuring the
comfort of all our patrons.

Please notify the Box Office in advance of any physical limitations that restrict seating assignments. Lower lobby and mezzanine lobby restrooms are fully accessible by our main elevator. Entrance to the theater through our new Park Street entrance is fully accessible to all patrons with a ticket via direct elevators to our walkway.

Assistive Listening Devices

Assistive listening devices are available free of charge at the House Manager's desk. A driver's license or credit card will be held as a deposit.

Sign Interpretation

Sign interpretation is available upon request. Five weeks notice is required. Not available for all events. For details, please call the Box Office at 401.421.2787.

Parking

Handicap parking is available in the circle directly in front of The VETS. Handicapped spots are free of charge and available on a first come basis.

Elevators

Elevators are located to the right as you enter the main lobby. Our lobby elevator accesses the Lower Lobby, Orchestra and Mezzanine levels. Balcony 1 and Balcony 2 do not have elevator access.

If there is anything we can do to make your visit more comfortable please call us at 401.421.2787.

THE VETS



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Providence, RI 02903

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TheVetsRI.com



SCAN
HERE
FOR
MORE
INFORMATION

