



Before you attend an event at Stambaugh Auditorium, please review our Guest A to Z Guide for frequently asked questions. For guests with special needs, you will find accessibility (ADA) information in this guide. If you do not find an answer in this section, please contact us, we are happy to help.

General Tips

- There is no need for guests to arrive more than 60 to 90 minutes before an events scheduled start time. All Guests entering the facility during an event are subject to search including a bag inspection conducted by Stambaugh Auditorium security personnel. A list of prohibited items is included in this guide.
- Parking information is included in this guide. Please be sure to review the locations and types of parking available.
- Please review the rest of our A to Z Guide, if you have questions, please contact Guest and Client Services at 330-747-5175 or the Box Office at 330-259-0555.

Guest and Client Services A to Z Guide

Accessibility

Accessible seating is available for all events at Stambaugh Auditorium. Please contact the Box Office at 330-259-0555 or Guest and Client Services at 330-747-5175 for assistance prior to your arrival to Stambaugh Auditorium.

Address

Stambaugh Auditorium
1000 Fifth Ave.
Youngstown, OH. 44504

Alcohol Management

For many events at Stambaugh Auditorium, alcoholic beverages are available for purchase. Alcohol sales are available at designated sales points only. All guests may be required to show valid ID prior to the purchase of alcohol. Guests are not permitted to bring alcoholic beverages into Stambaugh Auditorium and may not leave the building with opened alcohol containers. Management and the food and beverage staff reserve the right to refuse to serve alcohol to any guest.

Animals

Animals or pets are not permitted on the premises of Stambaugh Auditorium under normal circumstances, with the exception of service animals such as guide dogs. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

ATM

Currently, there is no ATM at Stambaugh Auditorium. The Box Office and Administrative Office locations do accept VISA, MasterCard, Discover, and American Express.



Attire

Appropriate dress at Stambaugh Auditorium will vary from event to event. Depending on the event, everything from blue jeans to business suits or your Sunday best to black tie may be appropriate. Please consider the type of event you are attending when deciding what to wear.

Audio Recordings

Unfortunately, live audio recordings of most events at Stambaugh Auditorium are not available for purchase.

Baby Change Facilities

Stambaugh Auditorium provides changing stations located in the women's restrooms on both the ground floor (Ballroom level) and the Concert Hall main floor..

Bottles and Containers

Outside food and beverages are not permitted in Stambaugh Auditorium for most events. We typically allow outside food and non-alcoholic beverages to be permitted in Stambaugh Auditorium for private events and dance competitions only.

Box Office

The Stambaugh Auditorium Box Office is located just to the left inside of the west entrance.

The Box Office is open Monday to Friday from 9:00am to 6:00pm and two (2) hours before any event. The Box Office is closed on weekends and holidays unless there is a ticketed event.

The Box Office will remain open later on nights when there are ticketed events scheduled. These hours are subject to change. Please call 330-259-0555 or visit stambaughauditorium.com for event schedules. Cash, money orders, approved checks according to our check acceptance policy, American Express, Visa, MasterCard, and Discover are all acceptable forms of payment at the Box Office. For more information, see Tickets.

Bus Drop-Off

All bus drop off is at the discretion and direction of the parking and security staff. Many times drop off will be at the west entrance. Bus pickup at the conclusion of an event may not be the same as the drop off location.

Cameras

Video cameras, monopods, tripods, and audio recording devices are not permitted inside Stambaugh Auditorium for most public events. This policy will be strictly enforced. You may bring in a small digital or disposable camera, however, for some events, cameras of any type and/or flash photography may be prohibited. Stambaugh Auditorium reserves the right to disallow photography as warranted.



Cancelled/Postponed Events

In rare instances an event may be canceled or postponed. If this happens, Stambaugh Auditorium will make every attempt to reschedule the event as soon as possible. If the event is rescheduled, the original tickets for the original date will be honored for the rescheduled date. If the event is rescheduled, no refunds will be granted.

If the event is not rescheduled, the face value of the ticket will be refunded by returning the original ticket to the place of purchase. Refunds will only be made on the tickets returned. Refunds will be granted in the form of cash or check only. Additional fees such as handling fees, postage fees, services fees, and so on will not be refunded.

For events with tickets that were not sold by the Stambaugh Auditorium Box Office, please contact the point of ticket purchase regarding cancellations and refunds.

Catering

For information on catering at Stambaugh Auditorium, please contact Guest and Client Services or the Director of Operations at 330-747-5175 or by e-mailing info@stambaughauditorium.com

Children

It is encouraged that children under five (5) years old not attend most events at Stambaugh Auditorium unless the event is appropriate for young children. Due to the sophisticated acoustics of the Concert Hall at Stambaugh Auditorium, we ask that everyone in your party, regardless of age, be able to sit quietly through a concert lasting two hours or more without disturbing other patrons or the artists. Ushers may ask parents whose children are noisy or disruptive to take them outside the Concert Hall. If there is repeated disruption, we reserve the right to revoke admission without refund.

Patrons of all ages must have a ticket to enter the Concert Hall and must sit in the seat indicated on the ticket. For general admission events, all patrons must have a ticket and sit in a seat.

Coat Check

Stambaugh Auditorium will provide an area to check coats or any other personal belongings when the weather and event dictate the need. We are not responsible for any property that is lost, stolen, or damaged.

Code of Conduct

- Guests shall be respectful of others around them.
- Guests shall avoid blocking the view of other guests.
- During some events at Stambaugh Auditorium, the artists may request that guests be permitted to stand immediately in front of their seats during the entirety of the performance. On those occasions, standing guests shall continue to be respectful of others around them.
- Guests shall not interfere with the show, event, or the performers.
- Guests shall refrain from using foul/offensive language, fighting, obscene gestures, throwing objects and engaging in other behavior detrimental to the experience of other guests.
- Guests shall not stand on seats or any other building furniture or structure.
- Guests shall not block the aisles.
- Guests shall not occupy a seat or remain in an area for which they do not possess a valid ticket and shall provide their ticket upon request.



STAMBAUGH

AUDITORIUM

- As required by the City of Youngstown and the State of Ohio, guests shall not smoke anywhere in our facility.
- Guests who consume alcoholic beverages shall do so in a responsible manner.
- In accordance with the Ohio's "concealed carry" law and the right for private entities to ban handguns on their premises, firearms and other weapons of any kind are strictly forbidden on the premises of Stambaugh Auditorium.
- Guests are encouraged to report inappropriate or offensive behavior to an Usher, Security Officer, Management, or Guest and Client Services Representative.
- Guests shall comply with requests from facility staff regarding operational and emergency procedures.

The Stambaugh Auditorium staff has been trained to intervene when deemed necessary and to use their best discretion to help ensure that guests who ignore the Code of Conduct do not interfere with other guests' ability to enjoy an event. Guests who violate the Code of Conduct may be subject to ejection without refund and, to the extent their conduct constitutes a violation of law, may be subject to arrest. We thank you for your cooperation.

Concessions

We offer a variety of concessions items for purchase that may include popcorn, candy, chips, sodas, flavored water, and bottled water based on the event. For most events, concession stands are located in the lobby on the Concert Hall main floor level, the Ann Christman Memorial Hall on the balcony level, and the west lobby on the gallery level. For some events, there may be a concessions stand on the ground floor (Ballroom) level as well. Cash is the only accepted form of payment at the concessions stands.

Disabled Services / ADA

- *Disabled Services Tickets*
Stambaugh Auditorium provides disabled accommodations and sells tickets to disabled individuals through the Box Office, which may be reached at 330-259-0555.
- *Accessible Seating*
At a minimum, based upon availability, you will be permitted to purchase tickets for you and one guest beside you. You may also purchase tickets based upon availability for additional guests in close proximity to our accessible sections.
- *Wheelchairs*
For individuals who have limited mobility, we have a limited number of wheelchairs available to transport guests from our west entry to your seat. Upon arriving at Stambaugh Auditorium, please ask a Greeter or the Entry Staff for assistance. Please be aware that our staff will not remain with the patron during the event nor will they allow the guest to remain in the wheelchair for the duration of the event unless they are seated in the wheelchair accessible seating area in a wheelchair not owned by Stambaugh Auditorium. Stambaugh Auditorium wheelchairs are for transportation purposes only.



STAMBAUGH

AUDITORIUM

- *Ticket Relocation*

If you require the use of a wheelchair and obtain non-accessible tickets please contact the Box Office at 330-259-0555 or Guest and Client Services at 330-747-5175 prior to your arrival in order to be relocated, (if accessible seats have not sold out). We do, however, encourage you to utilize our services when purchasing tickets, so that we may better assist you to ensure accessible seating is reserved for you.

- *Temporary Disabilities*

If you have a temporary disability/injury please call Guest and Client Services at 330-747-5175 and we will make every effort to arrange for you to attend the event in a comfortable and enjoyable manner. When calling, please have your ticket information including date, section, row, and purchaser's name available.

Doors

For most events, the exterior doors of Stambaugh Auditorium will open one (1) hour prior to the scheduled event start time. Doors to the venue (Concert Hall, Ballroom, ect.) hosting the event within Stambaugh Auditorium may not open at the same time as the exterior doors.

Donations

Stambaugh Auditorium receives a large number of charity requests, and unfortunately, cannot contribute to everyone. To be considered, one must submit their request on company/organization letterhead to Stambaugh Auditorium, 1000 Fifth Ave., Youngstown, OH. 44504 or fax to 330-747-1981.

Once your request is received, it will be reviewed to determine whether it fits within our contribution guidelines and budget. You will only be notified if we can grant your request.

Elevator

The Elevator within Stambaugh Auditorium is located in the south west corner. From the west entry, the elevator will be to your right. For most ticketed events, our Greeters and Entry Staff may direct guests in need of the elevator to enter via the elevator lobby entrance.

Emergency Contact Information

The best way to be contacted during an emergency is to set your cell phone to vibrate. Please be sure to leave your seat location information with those who may need to contact you. Stambaugh Auditorium is not able to page ticketholders during an event.

Emergency Evacuation:

In the event of an emergency that warrants the evacuation of the building, please follow the directions given.

Notification of an emergency will be by one of the following:

- Alarm via the fire alarm system (strokes, horn, and spoken direction)
- In person by Stambaugh staff, security, or other emergency personnel.
- Via public address system.

In the event of a fire alarm, all guests must exit the building immediately. All general building lights including Concert Hall house lights will come on. Instructions may be given via sound system or other public address system.



Suggested exit paths:

- The Concert Hall can be evacuated by the Fifth Ave. (east) doors or by exiting the Concert Hall via the side doors and take the side halls toward the stage end of the building to the stairs on each side of the stage to exit the building.
- The Ballroom can be evacuated via the west entrance, the Ballroom dock doors, the north east stair well, north west stair well, and the east stair well.
- The Christman Room can be evacuated via the main stairs to the Concert Hall lobby and then exit the Fifth Ave. doors or take the north east stairwell to the exit on the ground floor.
- Every stairwell contains an exterior exit.
- In the event of an emergency, do not use the elevator.

Any persons that cannot make the steps to exit the building should be gathered in an easily found place such as outside the Christman Room, in the Concert Hall main floor lobby, or in the Ballroom Lobby. Emergency personnel will assist with the exit of these guests.

Entry/Exit

To enter Stambaugh Auditorium for an event, please use the west entry on the parking lot side of the building. Please follow the direction of the Greeters and the signs posted. When it is time to exit, guests will be directed by Stambaugh Auditorium staff to the door most convenient including the use of side doors and direct stairways. For the fastest exit, please follow the directions given. If you are not seated with others in your party, please arrange a meeting place in the ground floor (Ballroom) lobby, under the Marquee at the west entrance, or in the Formal Garden.

Family Restrooms

A family or unisex restroom is located on the balcony level outside of the Ann Christman Memorial Hall across from the elevator. Changing stations are located in the women's restrooms on both the ground floor (Ballroom level) and the Concert Hall main floor.

First Aid

Stambaugh Auditorium personnel are available to assist any guest in need. If you need assistance, please contact any Stambaugh Auditorium Staff who can assist with obtaining the proper care for your needs. In the event of a medical emergency, contact a member of our staff for assistance.

Food and Beverages

No outside food or drinks are permitted inside of the facility.

We offer a variety of concessions items for purchase that may include popcorn, candy, chips, sodas, flavored water, and bottled water based on the event. For most events, concession stands are located in the lobby on the Concert Hall main floor level, the Ann Christman Memorial Hall on the balcony level, and the west lobby on the gallery level. For some events, there may be a concessions stand on the ground floor (Ballroom) level as well. Cash is the only accepted form of payment at the concessions stands.



Forms of Payment:

Accepted forms of payment at Stambaugh Auditorium are cash, money orders with valid ID, Visa, MasterCard, American Express, Discover, and checks according to our check acceptance policy. The concession stands and bars at most events only accept cash. Stambaugh Auditorium cannot guarantee the accepted forms of payment by vendors not selling on the behalf of Stambaugh Auditorium.

The check acceptance policy is as follows:

- No starter, temporary, payroll, or two party checks will be accepted.
- We reserve the right to refuse any check.
- We require all checks to include the name, address, and telephone number of the person signing the check
- Only checks with the current date are accepted, no post-dated or pre-dated checks.
- Any returned check is subject to a \$30.00 charge in addition to the amount of the original check.
- If a check is used as payment for a ticket order, the tickets will be held until the check has cleared. Usually 5 to 10 business days.
- No checks will be accepted for the purchase of tickets less than 7 days out from the event date.
- Corporate, government, and business checks will be accepted for payment for tickets up to and including the day of the event.

Garden

The Formal Garden at Stambaugh Auditorium is located on the south side of the facility. When the weather permits the garden is a great place to meet friends or other members of your group before entering the building for an event.

Gift Certificates

Stambaugh Auditorium currently does not offer gift certificates.

Group Information and Reservations

For group tickets and information please call the Box Office at 330-259-0555 or the Director of Marketing and Public Relations at 330-747-5175.

Guest & Client Services

Stambaugh Auditorium is committed to providing a safe and enjoyable atmosphere. Any guest in need of assistance during an event should seek a member of the Stambaugh Auditorium Staff.

Handling Fee

A ticket handling fee is charged on all ticket orders placed via the Stambaugh Auditorium Box Office. The handling fees help offset expenses such as ticket printing fees, ticket stock expenses, credit card fees, box office salaries, and ticket servicing fees. Those fees, and how they are charged, are determined by the Stambaugh Auditorium Box Office and the organizers of each event.

Handouts/Leaflets/Vending

The distribution of promotional items, flyers, handbills or printed materials on the Stambaugh Auditorium property including the parking lots, is not permitted without written permission of Stambaugh Auditorium. In addition, Resale of any event tickets, unauthorized vending, peddling or product sampling is strictly prohibited.



History of Stambaugh Auditorium

Stambaugh Auditorium, a Youngstown institution since 1926, is known for the world-class acoustics of the Concert Hall along with a grandeur and style not found in many of the modern facilities of the 21st century. We are working to create a one-of-a-kind entertainment experience for audiences of all ages. Stambaugh Auditorium was made possible by the generosity of Henry H. Stambaugh. The Auditorium opened on December 5, 1926 and has been in continuous operation ever since. The best way to learn more about the history of Stambaugh Auditorium is by visiting the history page at stambaughauditorium.com or by scheduling a historical tour by calling 330-747-5175 and speaking with the Director of Development Relations. Facility usage tours should be scheduled with the Director of Operations by e-mailing info@stambaughauditorium.com or calling 330-747-5175.

Hosting an Event

Stambaugh Auditorium is the perfect place to host your next event. For more information on hosting your event at one of our venues, please call the Administrative Offices at 330-747-5175.

Hotels

While there are currently no hotels in close proximity to Stambaugh Auditorium, there are many options in nearby towns of Liberty, Austintown, Canfield, and Boardman.

We recommend:

- Hampton Inn & Suites Youngstown-Canfield
6690 Ironwood Boulevard, Canfield, Ohio, 44406
330-702-1900
- Hampton Inn Youngstown-West
880 N. Canfield-Niles Road, Youngstown, Ohio, 44515
330-544-0660
- Holiday Inn Youngstown-South
7410 South Ave., Youngstown, Ohio 44512
1-800-315-2621

Lost and Found

1. Any item found at Stambaugh Auditorium will be turned into the Guest and Client Services office. Lost and Found articles can be claimed at the Guest and Client Services window in the south east stairwell on the ground floor immediately following an event or claimed at the Administrative Office during regular business hours. Lost and found items will be held for three (3) weeks. After three (3) weeks, lost and found items will no longer be held.

Lost Children

If you become separated from your child during an event, please seek the nearest Stambaugh Auditorium Staff Member or Security Officer for assistance. It always helps if your child has his or her seat location information or ticket with them.



Media

All media inquiries regarding or involving Stambaugh Auditorium should be directed to the Director of Marketing and Public Relations. For more information, visit the Press Page at stambaughauditorium.com or call the Director of Marketing and Public Relations at 330-747-5175.

Meeting Family & Friends

There are a number of meeting places at Stambaugh Auditorium that are easy to find. A few suggestions are: under the marquee at the west entrance, in the Fifth Avenue entry on the east side of the Concert Hall lobby, or the Formal Garden on the south side of the building.

Merchandise

Many events feature artist merchandise for sale. This merchandise is provided by and sold by the artist, the artist's staff, and/or the tour company. Stambaugh Auditorium will not guarantee or warrantee any of the items sold. Rates are determined by the entity providing and selling the merchandise; Stambaugh Auditorium has no control over these rates. Stambaugh Auditorium cannot grant any discounts or refunds for merchandise sold by third parties. Payment type and terms for merchandise being sold at the discretion of the seller.

Parking

There is on site free parking at Stambaugh Auditorium. The parking lots are located off of Ford Ave. on the west side of the facility. ADA parking is located off of Park Ave. ADA parking is limited and is on a first come, first served basis. Overflow parking is on city streets around Wick Park on the east side of the facility.

Phone Numbers

Administrative Offices 330-747-5175

Toll Free 1-866-516-2269

Box Office 330-259-0555

Fax Number 330-747-1981

Opera Western Reserve 330-480-0693

Monday Musical Club 330-743-2717

Stambaugh Chorus 330-727-4502



Prohibited Items

Amongst items that are prohibited from Stambaugh Auditorium are: weapons, oversized bags, outside food and beverage, cans, bottles, alcohol, drugs, laser pens, compressed air horns, video cameras, monopods, tripods, audio recording devices, cameras with telephoto or zoom lenses, and any other item deemed unacceptable by Stambaugh Auditorium Security or Management. You may bring in a personal camera (no professional cameras allowed other than pre-approved press) for Stambaugh Auditorium events. Video or audio recording is prohibited at all Stambaugh Auditorium public events. Photography policies for other events are determined by the individual event and Stambaugh Auditorium Management. Private photography sessions may be schedule by contacting the Director of Operations at 330-747-5175 and will require that a photography agreement is signed and fees paid prior to the session date.

In accordance with the Ohio's "concealed carry" law and the right for private entities to ban handguns on their premises, firearms and other weapons of any kind are strictly forbidden on the premises of Stambaugh Auditorium.

Questions/Concerns

If you have any questions or concerns before or after an event, please call the Administrative Offices at 330-747-5175, any weekday from 9:00 a.m. to 5:00 p.m. If you have questions or concerns during the event, please seek the nearest Staff Member.

Re-Entry

For most events at the Stambaugh Auditorium, guests will be permitted to re-enter the building after leaving as long as the guest holds a ticket, tickets stub, or invitation for the current event.

Refunds & Exchanges

All sales at Stambaugh Auditorium are final; this includes ticket sales, food and beverage sales, and any other sale granted by Stambaugh Auditorium. No refunds or exchanges will be granted. Please also see Cancelled/Postponed Events for more information.

Renting Stambaugh Auditorium

Stambaugh Auditorium offers many opportunities to host events. Stambaugh Auditorium is a great location for concerts, stage productions, business meetings, weddings, dinners, awards events, educational functions, and many other events requiring spaces for 5 to 2500 people. For more information please call the Administrative Offices at 330-747-5175.

Restaurants

There are no restaurants located within Stambaugh Auditorium, but you will find a variety of restaurants located nearby.

Restrooms

Men and Women's restrooms may be found on all levels of the facility. Accessible (ADA) restrooms may be found off of the ground floor (Ballroom) lobby and across from the elevator on the balcony (Christman Room) level.



Seating Capacity

The seating capacity of the Concert Hall is 2,553, the Ballroom is a 9,700 sq. foot space that can seat up to 550 at tables, the Ann Christman Memorial Hall can seat up to 100 at round tables or 250 in a theater setup. The Boardroom seats 20 and the Formal Garden can accommodate up to 250.

Segways

Stambaugh Auditorium does not allow the use of Segway personal transportation devices in the facility.

Seating Chart

You may access our detailed seating charts by visiting stambaughauditorium.com or on-line ticket sales.

Security

Stambaugh Auditorium is committed to providing a safe and enjoyable atmosphere. Security for most events is provided by off duty Youngstown Police Officers or Mahoning County Sheriff Deputies. Any guest in need of assistance during an event should seek a Stambaugh Auditorium Staff Member.

Smoking

In compliance with the Ohio Revised Code, there is no smoking permitted anywhere in the facility. This policy is strictly enforced. Violation of this regulation is grounds for ejection. Furthermore, for many events all exits are final and do not allow for smoking passes.

The uses of electronic cigarettes, electronic vaping devices, personal vaporizers or electronic nicotine delivery systems are not permitted within the facility.

Smoking may be permitted in designated areas outside the facility. These areas are typically located in the parking area south of the West Entry and in an area south of the Fifth Ave. doors.

Strollers

If necessary, guests may bring strollers to events at Stambaugh Auditorium. Please understand, however, that these strollers must be collapsible and stored out of the way of egress. You may not leave strollers in the walkways, doorways, or lobbies and our staff will not guard these items for you. Stambaugh Auditorium is not responsible for any lost, stolen, or damaged strollers.

Taxi Services

Taxis can be called by calling one of the local taxi companies. Guest and Client Services will gladly call a taxi for you or you can call one of the following:

- A-Cab: 330-793-0222
- Independent Radio Taxi: 330-746-8844
- Fab Cab: 330-793-6666

Temporary Disabilities

If you have a temporary disability/injury please call Guest and Client Services at 330-747-5175 and we will make every effort to arrange for you to attend the event in a comfortable and enjoyable manner. When calling, please have your ticket information including date, section, row, and purchasers name available.



STAMBAUGH

AUDITORIUM

Ticket Stubs

Your ticket stub is proof that you are in possession of a valid ticket for the event that you are attending and also designates your correct seat location. This information will also help our staff locate your party in the event that you become separated. Stambaugh Auditorium staff may ask to see your ticket at any time during the event.

Tickets

Purchasing Tickets

Tickets for events at Stambaugh Auditorium may be purchased at the following authorized points of purchase: in person at the Stambaugh Auditorium Box Office located at Stambaugh Auditorium, calling the Box Office at 330-259-0555, online at stambaughauditorium.com, or via Tix.com. **These sources are the only authorized ticket-selling agents of events at Stambaugh Auditorium. Please be advised that we cannot vouch for the authenticity of tickets obtained through any other source.** Stambaugh Auditorium will not honor counterfeit and other invalid tickets. Please purchase tickets directly from Stambaugh Auditorium authorized agents only. Online and phone sales will be cut off at varying times based on event time and date.

Presale of Tickets

Ticket presales provide exclusive access to tickets *before* they go on sale to the general public. To participate you need a special password, which is provided by Stambaugh Auditorium, by the artist, or by another presale sponsor (such as a promoter or radio station). Please see the Ticket Presale section of this guide for more information.

Disabled Services

ADA accessible seating is available for all events at Stambaugh Auditorium. Please contact the Box Office at 330-259-0555 or Guest and Client Services at 330-747-5175 for assistance prior to your arrival to Stambaugh Auditorium. ADA parking is located off of Park Ave. ADA parking is limited and is on a first come, first served basis.

Accepted forms of Payment

Cash, money orders, approved checks according to our check acceptance policy, American Express, Visa, MasterCard, Discover, are all acceptable forms of payment at the Stambaugh Auditorium Box Office. Money orders require a valid photo ID. Approved checks are accepted from guests and clients with an account set up with Stambaugh Auditorium prior to any payments made with a check.

Children

It is encouraged that children under five (5) years old not attend most events at Stambaugh Auditorium unless the event is appropriate for young children. Due to the sophisticated acoustics of the Stambaugh Auditorium Concert Hall, we ask that everyone in your party, regardless of age, be able to sit quietly through a concert lasting two hours or more without disturbing other patrons or the artists. Ushers may ask parents whose children are noisy or disruptive to take them outside the Concert Hall. If there is repeated disruption, we reserve the right to revoke admission without refund.

Patrons of all ages must have a ticket to enter the Concert Hall and must sit in the seat indicated on the ticket. For general admission events, all patrons must have a ticket and sit in a seat.

Lost Tickets

If you have lost your tickets or they have been stolen prior to your event please return to your point of purchase for further assistance. If you have purchased tickets from the Stambaugh Auditorium Box Office, please call 330-259-0555. If you have purchased tickets through another agency for an event held at Stambaugh Auditorium, please contact that agency for assistance.



Ticket Presale

Ticket presales provide exclusive access to tickets before they go on sale to the general public. To participate you need a special password, which is provided by Stambaugh Auditorium, by the artist, or by another presale sponsor (such as a promoter or radio station).

- **Stambaugh Auditorium presales:** If you have agreed to be a part of a Stambaugh Auditorium related mailing list, are a member of the Stambaugh Pillars, or are a fan of our Facebook page and we're holding a presale for an upcoming show, you may receive an alert that includes the presale information and password. To be a part of the Stambaugh Auditorium presale list, please send an e-mail to boxoffice@stambaughauditorium.com or call 330-259-0555.
- **Stambaugh Pillars presales:** Stambaugh Pillars members may have access to exclusive presales. To become a member of the Stambaugh Pillars, please contact the Stambaugh Administrative Offices at 330-747-5175.
- **Fan club presales:** Be a part of the fan club for the artist that the presale is being offered for and you will receive the members-only presales information and password.
- **Media outlet presales:** To be a part of a media presale you will need to be a part of the media outlet's mailing list. Visit the outlets website for details on signing up and securing passwords.
- **Sponsor or corporate presales:** From time to time event sponsors or corporations may be a part of an exclusive presale: in this event, the presale information and password will be provided by the individual sponsor or corporation.
- To be informed about presales for Stambaugh Auditorium events - become our fan on Facebook, join the Stambaugh Pillars, or request to be added to our mailing list.

Tours

Learn the fascinating story of Stambaugh Auditorium with a guided tour. Your knowledgeable guide will provide a rare glimpse of what happens behind the scenes at Stambaugh Auditorium. You can schedule a tour by contacting the Director of Development Relations at 330-747-5175.

Note: Backstage and support areas will be included in the tour only when the Concert Hall stage is not in use.

Upcoming Events

We update our events listing at stambaughauditorium.com and on Facebook the moment we know an event has confirmed or we receive confirmation that an event is taking place at Stambaugh Auditorium. Other opportunities to stay up-to-date: Follow Stambaugh Auditorium on Facebook and/or Twitter, sign up for e-mail notifications by e-mailing: boxoffice@stambaughauditorium.com.

Unable to Attend the Event

All ticket sales are final, but you may help us allow others to experience an event at Stambaugh Auditorium by donating your tickets; you will receive a donation receipt for tax purposes. The Box Office will accept ticket donations until three (3) hours before the event begins.

You may donate your tickets in one of two ways:

- **In person** - bring your tickets to the Box Office prior to the event.



- **By mail** - send your original tickets, along with your name, address, telephone number, and e-mail address to:
Stambaugh Auditorium Box Office
Donated Tickets
1000 Fifth Ave.
Youngstown, OH. 44504

Your tickets must be received prior to the event.
Please note: the Box Office does not receive weekend mail.

Water Fountains

Water fountains are located on the ground floor (Ballroom level), Concert Hall main floor level, and outside of the Ann Christman Memorial Hall.

Wheelchairs for Transportation

For individuals who have limited mobility, we have a limited number of wheelchairs available to transport guests from the west entry to your seat. Upon arriving at Stambaugh Auditorium, please ask a Greeter or the Entry Staff for assistance. Please be aware that our staff will not remain with the patron during the event nor will they allow the guest to remain in the wheelchair for the duration of the event unless they are seated in the wheelchair accessible seating area in a wheelchair not owned by Stambaugh Auditorium. Stambaugh Auditorium wheelchairs are for transportation purposes only.

Will Call

Will Call refers to the box office which is located at Stambaugh Auditorium where tickets are held for pick up upon arrival for the event. If you are picking up tickets at Will Call, please bring a valid photo ID and your confirmation number if you have one.