

Grupo Firme OS Ticket Lottery Rules / SMC Box Office

- **Random numbers will be issued beginning 9am and will be distributed for 30 minutes. The drawing will begin at 9:30. Box Office windows will open at 10 am.**
- **Each position in line will be determined by a lottery drawing. When the starting number is announced, customers will begin lining up in the order in which their number is called.**
- **If you arrive after the start of the drawing, you will be placed in line in the order which you arrive after all the numbers have been drawn.**
- **One random number will be issued per customer.**
- **You must be 12 years of age or older AND be able to complete a transaction on your own to receive a number. If your child's number is called, you will not be able to switch places with them.**
- **A random number does not guarantee you a ticket, only a place in line.**
- **Please do not use cell phones while you are at the ticket window.**
- **Patrons in need of ADA accessible seating must mention that need at the ticket window. Only one wheelchair ticket and one companion ticket will be sold at a time.**
- **Anyone who receives a random number has a chance to be first in line!**
- **Tickets are sold on a best available basis only. You cannot pick specific sections, rows or seats. Please tell the ticket seller the number of tickets you would like and the price level and they will pull the best available.**
- **Payment methods include cash, Visa, MasterCard, Discover and American Express.**
We do not accept checks