

## Frequently Asked Questions

### **Q; How is your seating done?**

A; The seating chart is based on the ticket order date. On the afternoon of a show, we sort the tickets and all patrons are seated accordingly – the tickets that were purchased the earliest are given the best seats. Because the chart is arranged the day of the show, we are unable to provide your exact seat when you purchase your tickets. Tickets bought the night of the show at the door will be seated at the remaining tables; therefore, purchasing tickets in advance is the best way to secure a great seat.

### **Q; Can I buy tickets in advance at The Charles Hotel?**

A; No, unfortunately, the only way to purchase advance tickets is through The Regattabar website or by calling (617) 395-7757.

### **Q; My friends and I bought our tickets separately, (in advance), but would like to be seated together. What should we do?**

A; Please send an email to [Arianaducas@charleshotel.com](mailto:Arianaducas@charleshotel.com) with *Seating Requests* in the subject line. In the body of the email please list *the name of the purchasers* who should be seated together and the amount of tickets bought by each person. Please note that we will do our best to seat the parties according to the earliest purchase date, but this may not always be possible.

### **Q; Will you refund my purchase if I was not able to attend the concert? What if I bought four tickets but only used two of them?**

A; The Regattabar does not offer refunds but does offer credit for unused tickets. Your credit can be used for a comparably priced performance, provided there is availability. Please send an email to [Arianaducas@charleshotel.com](mailto:Arianaducas@charleshotel.com) with *Credit* in the subject line. In the body of the email, include your name, the date and artist for which you had purchased tickets, and the show you would like to use with your credit. Please provide at least two weeks notice.

### **Q; Is there parking available for The Regattabar?**

A; Yes, there is a parking garage at The Charles Hotel. After 5pm, the parking charge is \$10 when validated by The Regattabar and \$12 without validation. Valet parking is also available at the front entrance of The Charles Hotel.

### **Q; When do the doors open, and when should I arrive?**

A; The doors open at 7:00pm for a 7:30pm show, and open at 9:30pm for a 10:00pm show. We recommend that you arrive at least 15 minutes before the showtime, regardless of whether you have already purchase tickets. If you are planning to purchase tickets at the door, we recommend that you arrive half an hour before show time.

### **Q; How can I purchase a gift card for The Regattabar?**

A; Gift cards for The Regattabar can be purchased online at <http://www.charleshotel.com/giftcert.htm> or in person at the Front Desk of The Charles Hotel. To use this gift card for Regattabar tickets, please email [Arianaducas@charleshotel.com](mailto:Arianaducas@charleshotel.com) with *Regattabar Gift Card* in the subject line. In the body of the email, please indicate the show and number of tickets you would like to reserve. Gift cards can also be used for food and beverage. You must have the gift card with you at the time of purchase.

**Q; Do you serve dinner at The Regattabar, or food in general?**

A; We do not serve dinner at The Regattabar, but we do have a nice selection of appetizers and light fare, which you can enjoy during the show. The two restaurants within The Charles Hotel, Henrietta's Table (10% off food) and Rialto (\$40 pre-fixe menu) both offer discounts to Regattabar concertgoers.

**Q; Do I have to sit at my table, or can I just stand at the bar?**

A; Our bar is a service bar, meaning it is not designed to accommodate guests. We prefer that you sit at your table, but you may also feel free to stand or dance in the back of the room.