

Minnesota Playlist

Ticket Buyer Terms of Service

Effective Date: [INSERT DATE]

Thanks for buying tickets through Minnesota Playlist — you're supporting local theater, and that's genuinely wonderful. Here's everything you need to know about your purchase. Short version: we love you, the theater loves you, and here's how this works.

1. Who you're buying from

Minnesota Playlist is the ticketing platform — we process your payment and deliver your tickets. The show itself is produced by the theater company listed on the website. They set the ticket price, the policies, and the performance details.

Think of us as the ticket booth. The theater company is running the show.

2. Fees & pricing

The ticket price you see is set by the theater company. At checkout, a \$3.00 Platform Fee per ticket is added by Minnesota Playlist. This fee supports the platform that makes finding and buying tickets to Minnesota theater easy.

What you'll see at checkout: Ticket price + \$3.00 Platform Fee per ticket. No hidden surprises.

3. Payment & confirmation

Payments are processed securely through Stripe. We accept major credit and debit cards. Your card is charged at the time of purchase.

Once your purchase is complete, you'll receive a confirmation email with your ticket(s). Hang onto that email — it's your ticket. If you don't see it within a few minutes, check your spam folder before panicking. If you still don't see it please reach out to us immediately at contact@minnesotaplaylist.com. Note you can also print (save as PDF, or screenshot) the confirmation web page after your purchase. The information contained on that page is the same as the email you'll receive.

4. Refunds & exchanges

Refund and exchange policies are set by each theater company — not by Minnesota Playlist. Before purchasing, we recommend checking the show listing or contacting the theater company directly if you have questions about their policy. If you don't see any specific information *assume that all sales are final*.

If your show is cancelled: The theater company is responsible for issuing refunds. They have your contact information and will reach out. If you don't hear from them within a reasonable time, contact them directly on their website. If they don't have a website please reach out to Playlist and we will get you connected.

If your show is postponed: The theater company will contact you with options. Policies vary by company.

5. Your tickets

Tickets are issued for the specific performance, date, and time listed on your confirmation.

Tickets are non-transferable for resale — you're welcome to give away your tickets to friends, but reselling above face value is not permitted.

Lost your confirmation email? Contact us at contact@minnesotaplaylist.com and we'll help you track it down.

6. Your information & email consent

When you purchase a ticket, your name, email address, and purchase information are shared with the theater company whose show you're attending. This lets them manage their house list, send you show-related updates, and build a direct relationship with you as an audience member.

By completing a purchase, you also agree to receive emails from Minnesota Playlist about upcoming shows, features, and local theater news. We think you'll like them — but you can unsubscribe at any time with one click. We respect your inbox.

We don't sell your data to third parties. Ever.

We don't hold onto your credit card information. Ever.

Go ahead and read those two sentences again. It is ok to let out a sigh of relief.

7. What we're responsible for (and what we're not)

Minnesota Playlist is responsible for processing your payment accurately, delivering your ticket confirmation, and making sure your purchase data is handled securely.

We are not responsible for the quality, content, or cancellation of any performance; venue conditions; or the policies of individual theater companies. Those relationships are between you and the producing organization.

Our liability is limited to the amount you paid for your tickets through our platform.

8. Governing law

These terms are governed by the laws of the State of Minnesota. Any disputes will be handled in the courts of Hennepin County, Minnesota. (But seriously — just email us first. We want to make it right.)

9. Updates to these terms

We may update these terms occasionally. When we do, the updated version will be posted on our website with a new effective date. Purchasing tickets after that date means you've accepted the updated terms.

Minnesota Playlist LLC · minnesotaplaylist.com · hello@minnesotaplaylist.com