



KNOW BEFORE YOU GO

Welcome to PTE! We're very happy you've chosen to join us this season. Please take a moment to give this a quick read-through before you head out for your performance.

Curtain Time

All evening performances begin at 7:30pm. All matinee performances begin at 2:00pm. It's a good idea to arrive a bit early for the performance, especially if you're picking your tickets up at the Box Office. It also gives you time to find parking. **Aim for 20-30 minutes before the show starts** – you'll find the Lounge open for beverages an hour before the curtain.

Getting into PTE – Cycling

PTE has a permanent bike rack just inside the lobby doors, available for all performances. It's advised that you bring a lock, but once the show has started, the lobby doors are locked for security. Note: Elevator 7 (on the other side of the clock tower from the usual elevator) has the most room for a bike to be transported.

Getting into PTE – Driving

Parking in the Portage Place parkade offers the most convenience. Take **Elevator 6** (near the Carlton Street parkade entrance, formerly Elevator A) up to the 3rd floor. **You must pay for parking before coming up. If it's a Jets game day**, you'll receive an email the day before your performance with a discount coupon code to reduce the price of parking from \$20 down to \$8. **If you don't receive that email**, call the PTE Box Office at (204) 942-5483. (PTE Subscribers: always use your parking pass, leaving it on the dash. It will cover Jets game parking as well).

The Portage Place parkade now accepts payment through a variety of parking apps – you'll find a sign listing them near the kiosks at the elevator lobbies in the parkade. Using an app means you don't have to stand in line for the kiosk. **If it's a Jets game day**, you can **ONLY** get your discount at the physical pay machine.

Getting into PTE – Walking, Bussing or Drop-off (taxi, Uber, Transit Plus)

You will need to enter the mall using the Edmonton Street doors at Portage Avenue (the Edmonton doors at The Promenade behind the mall remain closed). You will be able to use either the escalators or the elevator to reach the 3rd floor. **Transit Plus** – make sure your driver knows to drop you at the bus stop on Portage.

Note: there are two sets of doors to enter the mall from Portage Avenue at Edmonton – only one set will be unlocked, usually the set on the left-hand side. If you have trouble getting in, call 204-942-5483.

The mall closes at 6 pm. The food court closes at 5:30 pm.

Save Some Trees – Read the Digital Program!

The full show program can be found on our website, **on the webpage of the play you are attending**, a few days before the first performance. We encourage you to access it online! A limited number of printed programs will be available for those who prefer them.

Hearing Assist Device

If you need a bit of a boost to hear the actors, pick up a hearing assist device at the Lounge bar. **NOTE:** our devices don't work well with hearing aids – you'll need to remove the aid before using hearing assist.

Take your drinks into the theatre! Many of our shows don't have an intermission, so feel free to buy a beverage before taking your seat and bring the glass into the theatre with you.

Questions? Call the PTE Box Office at 204-942-5483 or email boxoffice@pte.mb.ca at least 2 hours before you need to leave for the show.

Box Office Hours

Performance Weeks Monday-Saturday: 1-7:30 pm | Sunday: 12 – 3 pm
Non-Performance Weeks Tuesday-Saturday, 1-6 pm