



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) up to the 3rd floor. **You must pay for parking before coming up**

The Portage Place parkade now accepts payment through the ParkMobile parking app – 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.

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 are 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.

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.