

BOX OFFICE

FAQ's

Welcome to our Box office FAQ, where we will try our best to answer all your opera inquiries. There are no wrong questions! We will try to anticipate them with as much lightheartedness and fun as possible, while giving you the information you need to join our Opera family all season long.

Q: I like your new Box Office with its online information, links, and ticket buying options, but I want to buy my tickets in person before the show. Can I do so? How? And are there fees?

A: You can absolutely buy tickets from our physical box office where a member of our staff will be happy to help you purchase your tickets. Our box office is located at 411 Montgomery Street, Syracuse, NY 13202. Our in-person box office is staffed and opened Tuesdays and Thursdays 12:30 PM to 6:15 PM. On the day of a show, our in-person box office at the designated venue will open 1 hour before curtain time. For more information about the various fees related to in person, phone and digital purchases, as well as other Box Office details, check out our Box Office Policies . **The box office is also available by phone at 315-475-5915 : 9:30 AM to 12:00 PM & 1:00 PM to 3:15 PM Monday, Wednesday, Friday AND 12:30 PM to 6:15 PM Tuesday & Thursday.**

Q: I just read on Facebook that I can click on someone's comments to go purchase tickets or exchange tickets. Is that true? Some of my friends told me there are places other than your Box Office where I can get tickets as well...

A: Sadly, some people try to resell tickets or even sell imaginary tickets to patrons. This is an unfortunate yet common scam attempt to take advantage of our patrons and patrons everywhere. Our box office is the only safe way to purchase our tickets. Go to the Scam policy and disclaimer on our Box office page. Please, let your opera loving friends know as well. It is our first priority to give everyone a beautiful, safe, rewarding experience, and we would be heartbroken to see anyone defrauded by potentially dishonest third parties.

Q: What if I want to wear my tiara and opera gloves to the show, but my friends would rather come along dressed as their comfy casual selves?

A: Not a problem! As a matter of fact, we have a very specific dress code: Everyone is beautiful at the Opera! Come as you are, come wearing what will make you happiest and enhance your experience from start to finish. Whether it's a full length Oscar ready gown, a fabulous tux which 007 would envy, your favorite set of fairy wings, a pirate of the Caribbean outfit, or your comfiest shirt and jeans, it is all perfect for the Opera. That goes double for all the Opera Kids out there! We love it all, because Opera is for you, me, everyone!

Q: What if the show is in a different language?

A: Operas are often performed in a foreign language, such as Italian or French, but fear not! We have you covered! You can follow our real time English supertitles curated and meticulously prepared by our team just for you!

Q: Do you have any discounts available?

A: We do indeed! Find all this information by clicking on the Box Office Policies button on our Box Office page for a description of our different discounts and various special modalities.

Q: Are there any special student or youth discounts? Also, I have a friend who is a music and arts teacher who wants to know if there is a way to bring a student group to a production.

A: Yes! We have several incentives for students, school age children, and youth, all under the umbrella of our OperA+ Program. As details are confirmed for each venue and performance, you will be able to access OperA+ information on our soon to come OperA+ page. That information will include details on discount for families attending the opera together in addition to free options for local school groups to attend a performance or final dress rehearsal. We love our Opera Kids, Opera and education go hand in hand! In the meantime OperA+ Ticket Policies are also outlined in our Box Office Policies on our Box Office page!

Q: How long is a typical opera performance?

A: An opera performance can vary in length, just like a play or a movie! We produce some shorter productions that delight in under 90 minutes while others may extend beyond 3 hours. We are usually able to make this information available with individual show information. Regardless of length, each performance is packed with captivating music, and emotions that will transport you to another world!

Q: I don't know where to park! Can I add to my ticket a magical teleportation spell to get to the opera?

A: While we wish we could offer magical transportation, sadly, we can't. But we do have convenient parking options and directions to help you make a grand entrance! Check out the parking information related to our different venues on the Box Office page, and this Syracuse City link has an overview of downtown's parking options: <https://downtownsyracuse.com/get-around-park/parking>.

Q: Can I sing along during the performance, or will I get shushed by the opera police?

A: While we love your enthusiasm, in consideration of our talented performers, we kindly ask our audience members to refrain from breaking into spontaneous solos. However, feel free to hum the best tunes of the evening all the way back home after the show, for days to come, and let the music fill your soul!

Q: How about electronics and recording devices? Can I record the performance while I watch? Or can I read a book, text and send emails as the show progresses?

A: We want to make sure you have the most captivating and immersive experience at our performances. Here are a few reminders to ensure a disruption-free show: Please make sure to switch off or silence all electronic devices, including phones. We know, shockingly, those tiny screens emit a ton of light. Let's help keep the focus on our incredible performers and their stunning voices, rather than the glow from various gadgets. Oh, and speaking of devices, we kindly ask that you abstain from using any recording devices. We want to preserve the magic of live performances and protect the artists' rights, so let's keep the camera phones tucked away during the show, the better to soak in the stunning moments together. We appreciate your understanding and cooperation in helping create an unforgettable ambiance for everyone. Together, we can ensure an undisturbed night of enchantment, where music, emotions and the human voice take center stage. Thank you for being mindful of your fellow opera-goers and our performers. Let's embrace the power of live art and make musical memories that will last a lifetime!

Q:How can I support the opera company through donations or sponsorships?

A: At the opera, the magic unfolds not only on stage but also behind the scenes, where generous support helps bring these captivating productions to life. There are numerous ways you can lend your support – from making a donation as a valued patron to becoming a sponsor or even leaving a lasting legacy through planned giving. By contributing to the opera, you are not only helping to preserve this timeless art form but also playing a vital role in nurturing emerging talent, supporting educational programs, and ensuring that opera continues to thrive for future generations. Whether you choose to give a little or a lot, your donation or sponsorship is truly an investment in culture, expression, and the power of music. To make a donation follow the donate red button on our menu, if you are interested in sponsoring a production, an artist or you want to advertise with us, you can request a pdf of our sponsorship and advertising deck by emailing info@syracuseopera.com.

Q: Are there any accessibility options for individuals with disabilities?

A: We have different venues throughout the season, and they all have slightly different set ups and personalities! The best way to make sure we give you the best accommodations is to contact the box office during opening hours before purchasing tickets or prior to the event at 315-475-5915 or 315-226-4667 to communicate accessibility needs.

Q:How can I stay updated on upcoming opera productions and events? What should I do if I have further questions or need assistance?

A: As the technology is changing--sometimes faster, we guess, than everyone would like--we are trying to adapt to all these new, shiny platforms! To that end, we are as present as can be on both Facebook and Instagram where you can check us out anytime, day or night, and share all the fun. Also, keep an eye out, because we are always looking for new ways to inform and entertain you, hopefully both at the same time, so something new is always around the corner!

Like many other arts and nonprofit organizations, we are trying to minimize both economic and environmental impact by reducing unnecessary printed materials and replacing them with easily accessed digital news and information. The transition is filled with twists and turns, but we are passionate about this and working overtime to bring you an exceptional patron experience, even from behind your screen!

However, if you need any form of extra assistance, or have a question for us, you can call us during our Box office hours listed on our Box Office page, or at any other time at 315-475-5915. Leave us a message we will get back to you as soon as possible.