Frequently Asked Questions

Gates Open at 6:00 pm
Performance Begins at 7:30 pm
Runtime: 2 hours and 40 minutes with one 20-minute intermission

TICKETS WILL NOT BE SOLD AT THE DOOR.

Will I receive a paper or digital event ticket?
We do not issue paper or digital tickets. Please print your ticket email receipt or present it from your phone to check-in upon arrival. You will check-in upon arrival by giving the ticket purchaser’s name.

When you Arrive - Follow the stairs from the parking lot up the sidewalk and check in at the tent before finding your seat. Check-in will begin promptly at 6:00 pm.

Can I change my ticket to a different night than what I originally purchased?
Tickets can be changed to a different day up until end of business day on Tuesday, July 12.
Please EMAIL US at contactus@salisburyhouse.org with the purchaser's name, the night you would like to switch to, and the names of any others in your party. Tickets are non-refundable.

How do I get to Salisbury House?
From I-235, take the 42nd Street exit. Proceed south on 42nd Street for about ½ mile. Turn left onto Tonawanda Drive. Salisbury House is located at 4025 Tonawanda Drive. It is the 4th property on the North side of the street. Please Note: Tonawanda Drive will be temporarily turned into a one-way, eastbound only street. Do not enter Tonawanda from the east side of Salisbury House. Enter off 42nd Street only.
Where should I Park?
There is limited parking in the Salisbury House parking lot. On-street parking is available on the south side of Tonawanda and on surrounding streets. We strongly suggest carpooling, using car sharing services, biking, or walking. There will be event golf carts to taxi you from/to the various parking pick up areas. Please be considerate of our neighbors when parking on the streets.

Handicap Accessible Parking & Seating
Accessible parking is available on the north side of Salisbury House in the circle drive parking area. To access the circle drive, proceed up the main parking lot and wind around the west side of the building. If parking in this accessible parking area, enter through the main arched entrance to check in. Access to the gardens from this parking area requires stairs, therefore there will be limited accessible seating available on the upper terrace. If you require accessible seating on the terrace, please contact us ASAP at contactus@salisburyhouse.org

Note: Due to the terrace area being on the “stage,” if seated on the terrace, you will be unable to leave your seat during the performance.

Can I bring my own chair or blanket?
Plastic lawn chairs are provided, however bag chairs and blankets are allowed in limited, designated areas. Ushers will direct you to the various areas. One small blanket per group permitted. All seating is first-come-first-served.

Can I bring my own food and drink?
Picnics are welcome! Please feel free to bring food and drink for your group. Please be sure to dispose of all your trash in the provided receptacles or take it with you.

Ice cream will be available for a $5 minimum donation while supplies last! This will also be located on the west side of the lawn near the bar.

The bar will open at 6:00 pm and is located on the west side of the lawn. Items available for purchase include rose’, chardonnay, and pinot grigio (available by the glass or bottle), local and domestic beer, hard cider, soda, and water. Both credit cards and cash will be accepted for purchases.

Charcuterie Box Orders - If you pre-ordered a charcuterie box, it will be available for pickup on the west side of the lawn near the bar. Pickup starts at 6:00 pm and ends at 7:30 pm. Boxes will not be sold on the day of the performance. All pre-order sales are final.

Do I need to bring bug spray?
The grounds are professionally sprayed for mosquitoes before the event. We do recommend that you bring your own bug spray, but we will have some available. Please Note – bug spray kills the grass. Please only spray in designated areas or on the cement only.

Will there be restrooms available?
There will be portable restrooms and sinks available for guests to use. Accessible seating guests will have access to portable restrooms on the north side of the house. The restrooms inside will not be open to the public.

Is there an intermission?
There will be one 20-minute intermission.
**Will Salisbury House be Open to the Public?** Salisbury House will not be open to the public during performances. Museum hours will be 10 am - 4 pm during performance days. Check our website at [salisburyhouse.org](http://salisburyhouse.org) for open days and tour times!

**Does Iowa Stage Theatre Company offer other performances?**
Yes! They have a full line-up of shows throughout the year. Support local theatre by attending their shows. Visit [iowastage.org](http://iowastage.org) for more information.

**Is photography or videography allowed during the performance?**
Non-professional photography is allowed, however **using a flash is strictly prohibited.** Videography is not allowed. Feel free to tag us at @salisburyhousedsm and @iowastage – we would love to see your photos.

**Are pets allowed at Shakespeare on the Lawn?**
We love our pets too, but we do ask that you please leave your four-legged friends at home.

**Rain Policy** - In the case of a rain delay or cancelation, you will receive an email communication to this email address no later than 4 PM on the day of the performance with updates and instructions. To view the rain policy visit [https://salisburyhouse.org/event.php?event_id=999_0](https://salisburyhouse.org/event.php?event_id=999_0)

*Umbrella usage is not permitted as it can obstruct the view of guests seated behind you.*

**Is my ticket purchase tax-deductible?**
Your ticket purchase is not tax-deductible. However, you may elect to add an additional donation with your ticket purchase to go toward this fundraising event. All net proceeds from the event will support both Iowa Stage Theatre Company and Salisbury House Foundation. You will receive a donation letter in the mail for tax purposes.

*Smoking and vaping are strictly forbidden in the seating and performance areas and are allowed in designated smoking areas only.*

**No weapons are allowed on the premise.**

Due to the overwhelming number of phone calls, please do not call. Please EMAIL US at contactus@salisburyhouse.org if you have other questions.