



ROGER ROCKA'S DINNER THEATER

Delivery Policy

Season Tickets and Gift Certificates purchased online are sent out by U.S Mail. Please allow three to seven days for delivery. We work like Santa's own elves on Christmas purchases, but cannot guarantee mail delivery in time for Christmas for orders placed after December 20.

Return and Refund Policy

There are no returns or refunds for theater tickets, gift certificates or season tickets. Our gift certificates have no expiration date, but the bearer may be charged a small upgrade fee for the redemption of their gift certificates after one year, if the purchase price has increased since the date of purchase.

We will exchange theater tickets to another date within the run of the same production for customers who find they are unable to attend a show on the date for which they originally purchased tickets. The only requirement is that you let us know at least 24 hours before your original date so your seats don't go to waste

If you have questions, please contact our box office manager at 1-800-371-4747 or by e-mail at tickets@rogerrockas.com.

Privacy Policy

We use the information you provide when you make an online purchase from us to process your credit card order through the bank, to send your purchase to you and to add your name and contact information to our customer database. We don't give, rent, lend or sell your information to anyone else.

Once in a while, we may not be able to resist the temptation to send you an email or a letter to tell you about something at our theaters we think will interest you, but you can tell us not to do that, and even to erase your information from our database.

This privacy statement for Roger Rocka's Dinner Theater and Good Company Players spells that out in more detail (and with some obligatory legalese.) Our web sites are gcplayers.com and rogerrockas.com. When you purchase online, we collect the information we need to process, deliver and, if necessary, contact you about your order. If you'd rather keep yourself a complete secret, you might consider putting on a disguise and making your purchase at our box office window.



ROGER ROCKA'S DINNER THEATER

Use of Your Personal and Non-Personal Information

Internal Analysis and Promotions

We may use information about you for our own internal statistical, design, operational purposes such as to estimate our audience size; measure aggregate traffic patterns; and understand demographic, customer interest, purchasing and other trends among our users and customers.

We may also use your Personal Information for the marketing and/or promotion of our products and services. If you do not want to receive promotional materials from us, please e-mail your request to be removed to tickets@rogerrockas.com

Legal Requirement

We may disclose personal information:

- a. To conform with the law, respond to claims or comply with legal process served on Roger Rocka's Dinner Theater or Good Company Players (e.g., a lawful subpoena, warrant or court order);
- b. to enforce or apply our policies or agreement (including to initiate, render, bill and collect for amounts owed to us);
- c. To protect and defend our rights or property, the site, our employees, website users or the public, including fraudulent, abusive, or unlawful use of our site;
- d. If we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of communications or justifies disclosure of records without delay.

Security Policy

When we ask for your credit card data, it is transferred over a Secured Sockets Layer line that ensures that your information is encrypted as it travels through the Internet. This secure mode is enabled before any such information is transmitted from your computer. You will know that you are in "secure mode" when the padlock or key icon in the lower right-hand or left-hand corner of the computer screen appears in the locked position. In addition, when accessing a secure server, the first characters of the site address will change from "http" to "https."



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Opting-Out of Promotional Materials

As noted above, we may use your e-mail address and other contact information provided to us through the site to occasionally send you information about our theaters. If you do not want to receive such promotional information, you can remove yourself from our e-mail list at any time. Please e-mail your request to be removed to tickets@rogerrockas.com.

We may also contact you from time to time to provide services that you have requested or for customer service matters, such as responding to service-related inquiries, updating our policies, or notifying you of changes to existing services.

If you have any questions about any of our policies or statements listed above, or need any further information from us, you can e-mail us at tickets@rogerrockas.com, call us at 1-800-371-4747, or send us a letter at Roger Rocka's Dinner Theater

ATTN: General Manager

1226 N. Wishon Ave.

Fresno, CA, 93728

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