

The Cynthia Woods Mitchell Pavilion Frequently Asked Questions

1. **What is The Cynthia Woods Mitchell Pavilion?**
 - The Pavilion is an outdoor amphitheater that hosts an array of performing arts and contemporary entertainment. It is also known as The Center for the Performing Arts at The Woodlands, a nonprofit 501 (c)(3) organization.
2. **Where is The Pavilion?**
 - The Pavilion is located at 2005 Lake Robbins Drive The Woodlands, Texas 77380. For directions and maps go to www.woodlandscenter.org/directions.html.
3. **Where do I park?**
 - The Pavilion offers pre-paid, preferred parking and free parking. Pre-paid, preferred parking is available in the Town Center Garage. To purchase tickets for the parking garage, call Ticketmaster at 800-745-3000 or visit any Ticketmaster outlet or The Pavilion Box Office.
 - Free guest parking is located in lighted and patrolled lots convenient to The Pavilion. For most events, lots open 90 minutes prior to the performance. (The Pavilion does not recommend anyone to park at The Woodlands Mall parking lot due to the risk of being towed).
4. **Where is the lost and found?**
 - If you lose an item at The Pavilion ask a Pavilion staff member for assistance or call our Administration Office during regular business hours at 281-363-3300, ext. "0". All items not claimed within 30 days will be donated to charity.
5. **Can I bring my own lawn chair?**
 - No, but you may rent a specially-designed chair from The Pavilion for \$6 at contemporary events. These lawn chairs are offered for free at all performing arts events.
6. **Can I bring my camera and/or camcorder?**
 - The Pavilion does not permit audio and video equipment due to copyright laws imposed by individual artists.
7. **Where are the restrooms located?**
 - The Pavilion has restrooms located in all plazas for your convenience.
8. **Will there be First Aid?**
 - Yes, trained medical professionals are on duty at all Pavilion events. If medical attention is needed, ask any Pavilion staff member for assistance.
9. **How will I find my seat?**
 - All rows are labeled A through Z excluding letters "I", "O" and "U", and continue with AA through HH in sections 101-103. Sections 101-103 rows begin with A and end with HH. Sections 104-111 rows begin with A and end with W.
 - Seat numbers begin with 1 and count up.
 - Pavilion staff members will be assisting with seat locations.
10. **Can I bring my own food and drinks?**
 - Food is permitted at Performing Arts events only, for all other events food is prohibited.
 - Drinks are not allowed inside the venue at any time.

11. How do I purchase tickets? How much do they cost?

- Ticketmaster is the official ticketing source for The Cynthia Woods Mitchell Pavilion. Tickets for any event at The Pavilion can be purchased through Ticketmaster on www.ticketmaster.com, by calling 800-745-3000, or by visiting any Ticketmaster outlet. Tickets may also be purchased in person at The Pavilion Box Office. The Box Office is open Monday through Friday from 10 a.m. to 5 p.m. and on event days through intermission.
- Ticket costs vary with the event. More information on ticket costs can be found at www.woodlandscenter.org/events.html or at www.ticketmaster.com.

12. Am I allowed to smoke?

- Smoking is not allowed in reserved seating, but you may smoke on The Pavilion lawn or plazas.

13. What if it rains?

- All events go on whether there is rain or shine.

14. What things are there to do around The Pavilion?

- Near The Pavilion is The Woodlands Town Center, a 1,000-acre destination for shopping, dining, and entertainment. It includes The Woodlands Mall, a shopping center with more than 1.3 million square feet of indoor and outdoor venues and Market Street, a Main-Street styled shopping and special event venue.

15. How early can I arrive before the performance?

- For most events, gates open 90 minutes prior to the performance time. You can check www.woodlandscenter.org/events.html for specific times.

16. Can I re-enter The Pavilion once left?

- The Pavilion does not allow re-entry once left in order to prevent consumption of alcoholic beverages and illegal substances.

17. Are there ATMs at The Pavilion?

- Yes, The Pavilion has ATMs located in the North and South Plazas.

18. Can I refund my ticket?

- There are no refunds or exchanges with the exception of a cancelled or rescheduled event.