

PRESS INFORMATION

Theatre product innovation: option of changing tickets up to three hours before the show

Berlin, 16 December 2016

For a nominal surcharge of just five per cent of the ticket price, visitors to the Friedrichstadt-Palast are now able to change their chosen show time up to three hours before the start of the show or to exchange tickets for vouchers.

Most theatres do not allow tickets to be returned at all or only allow this up to a few days in advance upon payment of a cancellation fee. As the most visited theatre in Berlin, the Palast is now offering its guests even more service and flexibility with a new ticket option. Particularly when tickets are purchased well in advance, it can sometimes be the case that something comes up, which means they cannot be used after all.

There is no need to provide a reason or any proof to take advantage of the rebooking option or to exchange tickets for vouchers. A processing fee of €5 will apply per ticket for the issue of new tickets or exchange for vouchers. Allowing any surprise visits by the in-laws' to be managed and a relaxing visit to see a show enjoyed at a later date.

Our support team is available to assist with bookings, questions about the new FlexTicket option, and ticket exchanges daily from 9 a.m. to 8 p.m. (except 24 December and 1 January) via our telephone hotline (+49-30-2326 2327), email (tickets@palast.berlin) and the live chat service on www.palast.berlin

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City of Berlin