



FAQ

THE THEATER

AT VIRGIN HOTELS LAS VEGAS

WHAT ARE THE BOX OFFICE HOURS?

1PM on Event Days / Closes when headliner goes on stage.

WHERE IS THE BOX OFFICE LOCATED?

The onsite Box Office is located outside the main entrance to The Theater inside Virgin Hotels Las Vegas.

DO YOU CHARGE ANY SERVICE / CONVENIENCE FEES FOR BOX OFFICE SALES?

Yes, same as online.

HOW MUCH IS PARKING?

Self-parking is complimentary.

IS THERE AN AGE RESTRICTION?

Children age 4+ are allowed in the venue with a valid ticket. A full-price ticket for entry. Children under the age of 18 must be accompanied by an adult. Patrons under the age of 21 are not allowed to consume alcohol or loiter in gaming areas of the hotel.

CAN I BRING OUTSIDE FOOD AND BEVERAGE?

Outside food or beverage is not permitted inside the venue. There are full-service bars located on all 3 levels.

ARE BAGS ALLOWED?

No backpacks or bags of any size will be allowed in, only one personal item per attendee, no more than 9 x 5 x 2 (a small clutch or wallet).

WHAT HAPPENS IF AN EVENT IS CANCELED OR POSTPONED?

If an event is canceled, tickets will be refunded at the point of purchase. Web purchases will be automatically refunded to the original form of payment. If an event is postponed, guests should retain their tickets to use for the rescheduled date.

IS SMOKING ALLOWED IN THE THEATER?

Smoking or vaping is not permitted anywhere inside. Guests who wish to smoke will need to exit the theater.

WHAT ITEMS ARE PROHIBITED IN THE THEATER?

- Backpacks of any size
- Outside food or beverage
- Any cameras with interchangeable / detachable lens (no professional photography)
- Binoculars
- Selfie Sticks
- Tripods
- Monopods
- Cans / Metal / Glass / Plastic Containers
- Bottles
- Flasks
- Hydro Flasks
- Laptops
- Tablets
- Firearms
- Pepper Spray
- Mace
- Pocket Knives
- Illegal Drug or Substances
- Flammable Liquids
- Aerosol Cans
- Permanent Markers
- Flashlights
- Permanent Markers
- Flashlights
- Laser Pointers
- Light / Glow Sticks
- Flares
- Fireworks
- Balloons
- Balls
- Skateboards
- Scooters
- Rollerblades
- Helmets
- Coolers
- Folding Chairs
- Flowers
- Booster Seats
- Chains
- Spiked or Studded Belts / Bracelets / Shoes
- Unapproved pamphlets / Handouts / Flyers
- Clothing / Garments / Signs Displaying Explicit Language / Derogatory Characterizations
- Signs / Flags / Banners exceeding 11" x 17" or attached to Pole / Stick

Management reserves the right to prohibit and / or remove any items from the venue at any time.

HOW CAN I GET ADA ACCOMMODATIONS?

Please check on our website and / or call Box Office staff for specific ADA seating or accessibility questions.

IS THERE A WILL CALL?

Located in the Theater Box Office during show hours. After Box Office closes, security and usher leads have access to remaining Will Call tickets.

WHERE IS LOST & FOUND?

All items that are lost during an event are turned into the property security team. They can be reached on the casino floor or by calling the hotel operator and asking for the security shift supervisor.