

CHRISTMAS

SPECTACULAR

Frequently Asked Questions

What are the dates and times?

Thursday, November 16 at 7pm

Friday, November 17 at 7pm

Saturday, November 18 at 2pm

Sunday, November 19 at 4pm

Where is Christmas Spectacular Located?

Cottage Hill Baptist Church

4225 Cottage Hill Rd.

Mobile, AL 36609

Where can I purchase tickets for in-person viewing?

Please visit umobile.edu/Christmas to view ticketing options.

How much are tickets?

Tickets range from \$15 to \$55! To view availability, seating, and costs please visit umobile.edu/Christmas and select the day you'd like to attend.

What are the fees listed on my ticket order?

As is with most ticket platforms and services used for concert and theatre productions (Ticketmaster, StubHub, etc.), the fees listed on your order is a combination of 10% Alabama State Sales Tax and \$1.50 per ticket service fee. These cannot be waved.

Can tickets be purchased in person to avoid the fees?

All ticket sales are processed through tix.com, therefore, fees cannot be avoided.

I purchased tickets for the wrong date, can I exchange them for another date?

Unfortunately, due to the varying availability of seating across performances we are unable to make exchanges. However, we can cancel and refund your original order so you can purchase tickets for the correct showing.

Please email your order information to Shadoe Valentin at svalentin@umobile.edu and he will respond during office hours as he is able to.

Please include your Order #, Email address used for the order, and name on the order.

I'm purchasing tickets for a large group; do you have any group discounts available?

Yes, for groups of 10-19 please use promo code Spec10Plus for 15% off of your order.*

For groups of 20 or more, please use promo code Spec20Plus for 20% off of your order.*

**Discounts cannot be combined.*

Can I purchase tickets at the door?

Christmas Spectacular is one of Mobile's most popular holiday events. If at all possible, please purchase your tickets ahead of time for the greatest opportunity of attending.

Tickets at the door are subject to availability, risking an unfavorable seat in the auditorium.

I live too far to travel and watch Christmas Spectacular in person, is there a live stream option?

Yes! Live Streaming is available for each performance of Christmas Spectacular. Please visit umobile.edu/Christmas to purchase your Live Stream ticket!

What is Premium Parking?

Premium Parking is an optional purchase allowing you to arrive at the venue closer to the start of the concert without worrying about getting a good parking spot.*

**Please arrive no later than 30 minutes before the start of the concert. Any unclaimed Premium Parking spots will be released to the general public after 30 minutes to the start of the concert.*

Whether you purchase Premium Parking or not, we will have a team of parking attendants to direct you to an appropriate parking and answer your parking questions.

I have a handicap hangtag or handicap decal on my car's license plate, do I need to purchase Premium Parking?

Absolutely not, we have designated handicap parking available at no cost!

I have mobility restrictions or use a walker/wheelchair/scooter, is there elevator access to the balcony?

No, there is no elevator access to the balcony, please purchase tickets on the floor.

If you have already purchased tickets in the balcony, please email Shadoe Valentin at svalentin@umobile.edu with your order information to help you get settled. Please include your Order #, Email address used for the order, and name on the order and he will respond during office hours as he is able to.

I'm so excited to attend this year's Christmas Spectacular! What time will the doors open so I can find my seat and get settled to enjoy the concert?

We're excited to have you! Doors into the auditorium will open 45 minutes prior to the start of the concert. Feel free to arrive sooner to browse University of Mobile and Alabama School of the Arts merchandise, grab a couple of bottles of water, and check out the University of Mobile's interest table.

I'm an alum of the University of Mobile, is there an opportunity to connect with other alumni at Christmas Spectacular?

*Yes, please reach out to Haley Haney, Director of Alumni Relations, for details!
hhaney@umobile.edu*