

# Houston First Box Office

## FAQ

### Frequently Asked Questions

- **When will I get my tickets?**

For tickets that are to be mailed, you can expect to receive your tickets within 7 to 12 business days from the time of purchase, unless otherwise stated in the event description. Ticket mail outs stop at 2 weeks before show date.

- **How do I get my tickets e-mailed to me?**

If at the time of purchase, you chose “print at home” as the delivery method, you will get your tickets e-mailed to you within 30 minutes of completing your purchase online. This is only for purchases done online. Not all events offer this delivery method. You may choose your delivery method while in the “check out” page under Shipping Information. Instructions are stated at the top of each page. E-mailed tickets must be printed out on an 8.5” x 11” page, per ticket.

- **Where do I pick up my tickets if they are designated as “hold at box office”?**

Tickets that are designated as “hold at box office” can be picked up at the box office inside the main lobby at the venue. There are ticket windows labeled as “will call” where you can claim your tickets. The “will call” windows will open 3 hours before show time.

- **What do I do if I have not received my tickets in the time designated?**

Please call our box office so that arrangements can be made for the delivery method of your tickets. Box office hours are Monday – Friday from 10am to 5pm. (832)487-7041

- **What can I do if I have lost or misplaced my tickets?**

Please call our box office so that a ticket agent can reprint your tickets and make arrangements for the delivery of the reprinted tickets.

Box office hours are Monday – Friday from 10am to 5pm. (832)487-7041

- **How can I purchase tickets if I do not want to use the online system?**

You may purchase tickets in person or by phone. Box office business hours are Monday thru Friday from 10am to 5pm. The box office does close for lunch for an hour.

Houston First Box Office inside the Wortham Center

501 Texas Ave.

Houston, Tx. 77002

(832)487-7041

- **The online system is not allowing me to register so that I can complete my purchase.**

**What can I do?**

Registration online is based on your e-mail address. If it is not allowing you to register, most likely you already have a registered account with the e-mail address you are trying to use. You may try resetting your password and an e-mail with instructions will be sent to you. You may also call our box office for assistance. (832)487-7041

- **Where can I park to attend an event at the Wortham Center or Jones Hall?**

Parking for either theater is located underground below each venue. Signs are located at each entrance of the underground parking garage by each venue. For the Wortham entrances are located on Texas Avenue and Prairie Street. For Jones Hall entrances are located on Capitol and Texas Avenue. [Theater District Parking Garage Map](#)

Please call our box office for assistance with any other questions or issues you may have. Our box office phone line hours are Monday – Friday from 10am to 5pm. We do close for lunch for an hour. We also observe City Holidays and will be closed for those holidays.  
(832)487-7041