

GUEST SERVICES

General Information

Age Requirement

For the safety of all children we require those under the age of 14 to be accompanied for the duration of their visit by a chaperone age 18 and over.

Cameras

Photography for personal use is permitted only in the Science Center exhibit area. Photography is not permitted in the Performance Theater, Digital Cinema or Stage Two.

Parking

Parking is available at many locations near Whitaker Center. [Click here](#) for details.

Safety & Security

In an effort to keep our employees, guests and volunteers safe, Whitaker Center reserves the right to inspect and search packages, purses and bags entering the Center. Weapons of any kind (real or simulated) are not permitted inside Whitaker Center.

We recommend that guests arrive at least 20 minutes prior to their scheduled event time in order to accommodate any delays that may be brought on by bag searches. We appreciate your cooperation as we continue to enhance safety measures throughout all of our venues at Whitaker Center.

Any individual under the influence of alcohol or any other substance to the degree that they may endanger themselves or other person or property or annoy persons in their vicinity may be escorted from the property without a refund.

Digital Cinema guests are not permitted to bring backpacks or other excessively large bags into the cinema. We do not offer locker storage near the cinema, so please leave your backpacks and large bags in your car or at home.

Inclement Weather/Closings/Delays

For the safety of our employees, volunteers and guests, Whitaker Center may close due to inclement weather. For up-to-the minute information regarding closing and cancellations at Whitaker Center, please call 214-ARTS (2787). If applicable, ticketing information for rescheduled/cancelled shows will be listed on our website on the performance page and on our [Facebook](#) page.

Photography

Personal

Guests are welcome to take pictures of themselves, their friends and family, their group, and the Center in general for their own personal use. Guests are asked to refrain from taking photographs of others who object, or which violate another's privacy.

Commercial

Commercial photography of any kind is strictly prohibited except where prior, written permission has been obtained from Whitaker Center's Marketing and/or Production department. Please contact the Director, Marketing & Sales for permission to photograph inside Whitaker Center. Please give at least two weeks' notice so that we can coordinate our staff schedules and have a member of our team escort you.

Food & Beverage

Concessions such as popcorn, candy, bottled drinks and Pepsi fountain products are available at the Concession stand in the Select Medical Digital Cinema lobby. For suggestions on restaurants, bars and eateries near Whitaker Center, please visit our [Shop, Sleep + Eat](#) page.

NOTE: Food and beverage items are not permitted inside Sunoco Performance Theater or Harsco Science Center.

Public Restrooms

Public restrooms are located on Street and Arcade Levels. All restrooms are equipped with diaper changing stations. Please consult the Center map for specific locations.

Elevators

We have two elevators to help guests access the different floors of our building. An elevator is located in the Sunoco Performance Theater lobby and provides access to the Orchestra, Mezzanine and Balcony levels of the theater from Street level. A second elevator is located by the Third Street entrance and provides access to the Arcade level (Box Office, Select Medical Digital Cinema, Wonders and Harsco Science Center entrance)

Lost Children

If you become separated from your child please contact any Whitaker Center Team member.

Service Animals

Animals of any kind are not permitted inside Whitaker Center, except for legally-defined service dogs or as may otherwise be required by law to assist those with disabilities.

Lost & Found

Please contact any Whitaker Center Team member or call 717-214-2787 and select option 1 for the Box Office.

Disorderly Conduct

Any individual who is threatening, disorderly, disruptive, harassing, vandalizing, creating a safety hazard or committing any policy violation or crime will be escorted from the property. Previously banned or disorderly individuals are subject to eviction and prosecution. Skateboards, segways, wheelie shoes and bicycles are not permitted inside Whitaker Center.

Smoking

Whitaker Center is a smoke free facility. This applies to anything that can be smoked or vaped, including cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars, herbal cigarettes, and electronic cigarettes known as e-cigarettes.

Loitering and Solicitation

Loitering and unauthorized solicitation inside Whitaker Center is not permitted. Individuals who violate this policy will be asked to leave the property.

Emergencies & First Aid

Ask assistance from any Whitaker Center team member.

ADA Accommodations

Deaf and Hard of Hearing Assistive Listening Devices

Assistive Listening Devices amplify and clarify the sound onstage. The inconspicuous receiver device may be used in almost any seat at any performance. Headsets with induction neck loops are available for patrons who use hearing aids and cochlear implants that have "T" switch feature (also known as "T-coil" or "telephone switch" or "telephone coil"). There is no charge for receivers. They are distributed on a first-come, first-served basis in the Sunoco Performance Theater and in the Select Medical Digital Cinema. Please ask any usher for assistance.

ASL Interpretation

Certified interpreters for select performances provide American Sign Language interpretation. To access special reserved seating mention ASL in your reservation request by sending an email to info@whitakercenter.org. In your email, include your

name, address, phone number, and email address, number of tickets requested, and performance date and time.

Blind and Visually Impaired Guests- For more information please contact the Box Office at 717-214-2787 or info@whitakercenter.org.

For Patrons who have Mobility Challenges

Accessible Parking - There accessible parking spaces located in the Walnut Street Garage. Please click [here](#) for parking locations and rates.

Accessible Seating – Please contact the Box Office at 717-214-2787 regarding accessible seating prior to purchasing tickets. Accessible seating is available throughout the Sunoco Performance Theater and Select Medical Digital Cinema. Patrons may either remain in their wheelchairs or transfer to house seats. Patrons who would like to remain in their wheelchairs during the performance or film should request wheelchair-accessible locations when buying their tickets. The Box Office will make every attempt to seat one companion in an adjacent seat and any additional guests as close as possible. Click here to view the Sunoco Performance Theater seating chart.

Accessible Restrooms - Accessible restrooms are available on all levels of Whitaker Center.

Service Animals - Service animals, such as guide dogs, are permitted to assist guests.

Wheelchairs - Wheelchairs are available at the Information Desk to use during your visit.

Closed Captioning for Select Medical Digital Cinema - Whitaker Center for Science and the Arts strives to provide the ultimate film experience at all times and we want to make going to our giant screen movies comfortable, enjoyable and accessible to all our guests. We now offer CaptiView in the Select Medical Digital Cinema, which is a closed caption viewing system for hearing impaired moviegoers.

Accessibility Devices:

- Available for show times and films that are encoded with captions .
- Available upon request at the concession stand at no charge.
- For large parties, please call our Box Office at 717-214-2787 in advance to secure an appropriate number of devices.

CaptiView Closed Captioning Unit:

- Use at any seat in the theater.
- Easy to read high contrast digital display with privacy visor.
- Flexible mount easily fits into each seat's cup holder.
- Look for closed caption symbol for movies compatible with this unit.

To Request a CaptiView Unit:

- Please request a CaptiView unit from our box office associates or from our concession stand ushers.
- You will be given a unit in exchange for your name and telephone number and any identification that shows your name.
- Once the film is over, simply bring the unit back to the concession stand.

Which films feature CaptiView?

- When viewing our films and show times on our website, you will see to indicate the films availability in closed caption.

Contact Information:

For information, or if you have questions, need assistance or an accommodation not mentioned, contact the Box Office at 717-214-2787, or info@whitakercenter.org.