

A Night of Christmas FAQs

Customer Service: 888.827.0876

Where is *A Night of Christmas* held?

All performances of *A Night of Christmas* will be held in the Worship Center of First Baptist Church of Dallas. To view a map to the church, [click here](#).

When are the performances?

Performances will take place Dec. 12 & 13. Saturday & Sunday evening shows begin at 7p & Saturday matinee begins at 1:30p. The running time of each performance is approximately 1.5 hours.

Where should we park?

We recommend guests park in the Horner Garage, on the corner of St. Paul and San Jacinto, and take the SkyBridge on level 3 of the parking garage across to the worship center. Additionally, guests may park in the Ross Tower garage, on the corner of Ross and San Jacinto, and walk to the worship center. You may park in either of these garages, free of charge.

Buses or oversized vehicles: Due to limited parking option in downtown Dallas, we regret that we are unable to arrange special parking for buses or oversized vans. Maximum clearance in Horner Garage is 7 feet.

There are marked handicapped spaces in the Horner and Ross Tower garages. There is also the option of dropping guests off in the porta-cache (circle drive) by the Criswell Lobby on San Jacinto, or valet, available only at the fountain entrance on St. Paul.

Is seating reserved?

Seating is divided into sections with tiered ticket prices. You may choose any seat within the section for which you have purchased a ticket.

What is included in the VIP ticket?

This ticket option includes premium seating and access to the pre-show VIP Lounge.

When do the doors open for a performance?

Doors will open 1 hour prior to start time. Performances begin promptly; please allow ample time for travel and parking.

Will my online credit card transaction be secure?

Yes. Credit card transactions are processed with industry-standard security methods, and credit card numbers are NOT stored in our system.

Are there refunds or exchanges for tickets?

No. We do not offer any refunds or exchanges. If you cannot use your tickets for some reason, we suggest that you give them to someone else.

Is there a limit to the number of tickets I can purchase per transaction?

No.

May I use "e-tickets" that I print myself for admission?

Yes, we encourage all guests to take advantage of e-ticket and mobile ticketing options.

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Once I have ordered, how do I get my tickets?

The quickest option is to print your e-tickets, which are e-mailed to you once your order is complete. You may also choose to pick up your tickets at Will-Call or have them mailed. Tickets purchased within 10 days of the show will not have the mailing option.

Where is Will-call? When will it be open?

Will-call is located on the second floor of the Worship Center, at the Welcome Center. The booth will be open 2 hours in advance on the day of the show. Please note: tickets may not be picked up in advance. For example, tickets to Sunday's show may not be picked up at will-call on Friday. You must show your confirmation e-mail in order to pick up your tickets.

Will I get an e-mail confirmation of my ticket purchase?

Yes. As soon as the transaction is complete, our system will confirm your purchase with an e-mail.

Do I get a receipt for my online purchase?

Yes. Once your order is complete, you may print your confirmation page using the print function of your browser. Also, a detailed copy of your order receipt will be sent to the e-mail address that you provided when checking out. You must show your confirmation e-mail in order to pick up your tickets. Please be sure to check your Junk Mail or Bulk Mail folders before contacting us if you do not receive your receipt in your e-mail.

Do you provide wheelchair seating?

Yes, limited wheelchair seating is available. If you require wheelchair seating, please call (888) 827-0876 to order.

Must I buy a ticket for my child?

Every person (including children) in attendance must have a purchased ticket. *Believe Again* is appropriate for children ages kindergarten or older. We recommend that younger children not attend. Child care is not provided for this event.

Our church loves to bring a large group to this event. How does that work?

We are delighted to welcome large groups and we can very easily accommodate. No discounts are provided for large groups, but purchasing tickets as soon as they are available will allow your group to sit in the same section for the performance. Just call (888) 827-0876 and we'll accommodate your group.

Is there a discount for senior citizens?

No, we are unable to offer any discounts for this performance.

May I take pictures?

No. We do not allow personal video equipment or cameras of any kind in the Worship Center. The flashes from cameras, as well as the power/recording lights on video cameras, are distracting to the performers and can actually be dangerous for them. Photography/video equipment also hinders the enjoyment of other guests watching the performance.

Please call (888) 827-0876 for further assistance.