



## **DALLAS SUMMER MUSICALS**

### **GROUP SALES POLICY**

*Updated 9/7/11.*

#### **GENERAL**

1. In order to qualify for group ticket pricing you must purchase fifteen or more tickets (minimum varies by performance) to the same performance. Tickets do not have to be in the same price level.
2. Group ticket orders are processed on a "date received" basis; for best available seating please order early.
3. Tickets for each show must be ordered separately; please make copies of the order form for each show you wish to attend.
4. Once your order is processed you will receive a Group Sales Contract detailing your seat locations and payment due. Please check the contract carefully for date, time, seat locations, number of tickets, and prices to make sure they are what you ordered. If everything is correct, please return a signed copy of the contract by fax or mail or you may confirm via email that you will accept the tickets. Tickets can not be sent out until your confirmation is received.
5. You may add tickets up to 72 hours prior to the performance; however, tickets can not be paid for at the window. Less than 72 hours prior to the performance, tickets must be purchased through regular single ticket outlets.
6. Your tickets will be mailed two to three weeks before your performance, if final payment and a signed contract have been received. If final payment or the signed contract is received less than ten (10) days prior to the performance, tickets will be held at will call or can be picked up at the Preston Royal Box Office, or, if requested, sent FedEx at your expense.
7. Tickets to be picked up at the will call window must be picked up for the entire group by a designated group representative.

#### **PAYMENT**

8. Orders placed more than 3 weeks prior to the performance must be accompanied by a minimum fifty percent (50%) deposit and a non-waivable, non-refundable \$10 handling fee. Orders placed less than 3 weeks prior to the performance must be accompanied by full payment. Tickets cannot be printed until payment is received.
9. Payment must be made by one credit card or one check made payable to Dallas Summer Musicals, otherwise an additional handling charge will be added for each additional payment. You may also pay in cash at our Preston Royal Box Office only.
10. Final payment is due 3 weeks prior to the performance. If final payment is not received by the deadline, your order may be canceled without notice.

#### **CANCELLATION**

11. You may cancel all or part of your order within two weeks of tickets being put on hold, without penalty. This two-week time period may be reduced depending on the proximity of the show; your contract will be printed with the exact date.
12. You may cancel up to half of your order up to three (3) weeks prior to the show with a \$2.00 per ticket cancellation fee.
13. Canceling some of your tickets may result in a higher ticket price.
14. Less than three weeks prior to the show, there are absolutely **NO CANCELLATIONS, REFUNDS OR EXCHANGES**.