

DALLAS SUMMER MUSICALS

2016 – 2017 GROUP SALES POLICY

Updated 09/27/2016

GENERAL

1. In order to qualify for group ticket pricing you must purchase 10 or more tickets 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, pricing, and final payment due date. 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 within one week of receiving it. If your signed contract is not received, your reservation may be cancelled and your deposit refunded, less the handling fee. Tickets cannot be delivered until a signed contract is received.
5. You may add tickets up to 72 hours prior to the performance; however, tickets cannot be paid for at the Music Hall at Fair Park Box Office window. Less than 72 hours prior to the performance, tickets must be purchased through regular single ticket outlets such as the Box Office at Preston/Royal, the Box Office at the Music Hall, or online through our authorized ticketing provider. Due to Dynamic Pricing, ticket prices, including group ticket prices, are subject to change; additional group tickets may not be the same price as the original order.
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. If requested, tickets can be sent FedEx at your expense.
7. Tickets to be picked up at the Will Call window must be picked up and distributed for the entire group by one designated group representative or leader.

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 full 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 our sending a contract, 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, if group number falls below minimum required.
14. Less than three weeks prior to the show, there are absolutely **NO CANCELLATIONS, REFUNDS, OR EXCHANGES.**