

## Group Sales Policies

### Contract & Payment Procedures

- \*A “group” is defined by 10 or more persons attending the same performance of any given production, with the exception of WICKED where the minimum is 20.
- \*The group sales department will provide the best seating allocations in the corresponding prices level available at the time of order. Any special seating requests should be addressed at this time.
- \*A contract will be issued upon order placement. A signed copy of the contract must be received along with a 25% non-refundable deposit within two weeks of placing your order. Full payment is accepted at time of order as well.
- \*Deposits are non-transferable and non-refundable.
- \* If paying a deposit of 25%, full payment is due no later than 8 weeks prior to the opening date of the show. WICKED requirements differ. Please see additional WICKED policies.
- \*Failure to submit deposits or final payment by the due date will result in releasing the hold on your seats and/or the loss of the deposit. ***This policy will be strictly enforced.***
- \*Tickets will be mailed to the address on file upon receipt of full payment.
- \*Group prices include applicable discounts when available, a \$3.50 facility fee and a \$2.50 handling fee.
- \*Due to the nature of theatrical bookings, prices, performance, artist and times are subject to change or cancellation without notice.

### Adding & Reducing Seats

- \*Prior to final payment, a group may reduce the number of seats as long as the number stays above the group minimum. A group may add additional seats depending on availability. An additional deposit may be required.
- \*Once final payment has been made, **no refunds, exchanges, or cancellations can be made.**
- \*If cancellation is necessary before a deposit has been paid, there will be no charge. If a group should fall below the minimum group number for a particular show, the contract is cancelled and the deposit is retained.

### Remitting Payments

- \*Payments may be made by cash, check, or charge (Visa, MasterCard, American Express).
- \*Checks payable to “Portland Opera Presents”
- \* The group leader is responsible for collecting all payments for the group order. Deposit payment and final payment should be made with **one check or credit card each.** A \$3.00 per check service fee will be imposed on orders paid with multiple checks.
- \*Payments mailed to: Portland Opera, Attention Group Sales, The Hampton Opera Center, 211 SE Caruthers St., Portland, Oregon, 97214
- \*In person, Monday-Friday, 9am-5pm, Please call to schedule an appointment 503-295-3509.

### Seating Policies

- \*Group leaders are required to provide a seating assignment form, with group member names and their seat locations, to the group sales department no later than one week prior to the show. **This will be the only back-up for lost or misplaced tickets for members of your group.**
- \*Group leaders accept full responsibility for the tickets and ticket distribution.