

# FREQUENTLY ASKED QUESTIONS

**These are general guidelines for the Cultural District Groups Sales Department. Individual company policies and procedures may vary per organization and supersede any of the general information below.**

## What is a group?

For most shows **10 or more** seats makes you a group buyer with all the 'group' benefits. Some performances may require less or more people. Please check the individual performance webpage for the official group minimum for that performance.

## Am I guaranteed the seats that I request once I submit a reservation form?

Unfortunately the answer is No. However, the requests are emailed to us directly and we do try to respond to your request in timely manner during normal business hours (vary per company). We do process these requests in order that they are received. We do try to accommodate everyone's request but sometimes there are better seats and prices on different days. You may receive a better deal on tickets if you are able to switch performances. The fastest way to place an order for group tickets is through the group sales reservation form <http://culturaldistrict.org/group> especially for shows that are not on sale to the public yet. However once tickets are on sale to the general public, most shows offer the basic group sales rate online. To order tickets online, select your desired show and choose the Group Sales tab on the performance webpage of choice. Online group sales may not be available for all shows.

## Do we need to sit together or in a block?

Some people may want to spend more or less than others. Therefore, you do not need to purchase your tickets all in the same price level. You just need to attend the same performance. If you want everyone in your group to sit together, we can do that as well. The earlier you order your tickets before they go on sale to the general public, the better chance you have of this happening. Once tickets go on sale to the general public, we will give you the best available seats we have at the time.

## How do I pay?

Generally, we accept one form of payment per order and do not accept individual payments from the people in your the group. We accept checks (personal, company, cashiers, money order) and we'll gladly take Visa, Mastercard, Discover or American Express.

We do not accept checks within two weeks of a performance or purchase orders as a form of payment. *Individual companies payment plans will apply.*

## When do I have to pay?

Some shows call for a **non refundable** deposit within 10 business days of confirmation and a **final payment** 30 business days before the show. **The earlier you book, the more flexible the terms.** Those who order close to their desired performance date will have to pay soon after their confirmation if not on that day. There are exceptions to every rule and payments may also be dictated to us by company management and therefore the above payment schedule will not apply. *Individual companies payment plans will apply.*

## May I hold seating without payment or add seats to my order once final payment is made?

Since there is no obligation, it is to your advantage to **estimate high** and **reduce your numbers when it is time to pay**. As long as you purchase the group minimum for your show, you will receive the group buyer benefits. If you estimate low and call to add more, the seats you want may no longer be available.

## How long does it take?

For most shows, we will confirm your seats right away over the phone. For others it may take longer depending on the subscription series of that brand. We also begin to take orders for shows once the season is announced, whether or not we can assign seats to your group.

## Is the theater accessible to handicapped individuals?

Handicapped access information varies from venue to venue and some arrangements for the accessible amenities many need to be made in advance of the performance. For a listing of accessible amenities, please visit <http://culturaldistrict.org/accessibility?org=19>

## What about children or student tickets?

Regardless of age, all patrons must have a ticket. Unless an event is designated for younger audiences, children under the age of 3 will not be admitted to the any theater in the Cultural District. All children must be seated with an adult. Please ask when ordering your tickets if this rule applies to your show of interest. Sometimes there are special prices for students, scouts and children. Each show is different so it never hurts to ask if a price break exists.

## Where can we eat?

There are several restaurants in the Cultural District for you to have night out. Please visit <http://culturaldistrict.org/dining> for a listing of restaurants in the district. Please contact the restaurant of interest for pricing and menu variations.

## Where do I park?

Guests that are coming by car, may purchase guaranteed parking at our Theater Square Parking Garage at 665 Penn Avenue for additional cost per parking voucher. Please ask for guaranteed parking when making your reservation. For other parking accommodations, please visit <http://culturaldistrict.org/parking-map> for a listing for a listing of parking options.

For our guests traveling by motorcoach or school bus, please visit <http://culturaldistrict.org/assets/858/bustips.pdf> for bus parking helpful hints.