

Shea's Performing Arts Center

GROUP SALES POLICIES

Group Minimum: 20 or more tickets to the same performance. Seats can be split into different price levels.

Contracts and Procedures

- ★ When reserving tickets, an invoice will be issued. Accompanying the invoice will be a contract that upon receipt should be signed and returned to the Group Sales Department along with your deposit.
- ★ All orders are subject to availability, the Group Sales Department will assign the best available seating at the time the reservation is made.

Deposit Requirements

- ★ A percentage of the total amount due on seats reserved is due upon receipt of your invoice.
 - 20-74 tickets reserved 15% due
 - 75+ tickets reserved 25% due

Final Payment

- ★ Your final payment is due **six weeks** before the start of the show.
- ★ Payments can be made over the phone with a credit card or by mailing a check or money order to the Group Sales Department, 646 Main Street, Buffalo, NY 14202.
- ★ If a performance becomes more than 90% sold, payment must be received within five business days after the group has been notified.
- ★ Failure to make your final payment by the due date will result in the releasing of your seats and forfeiting your deposit.
- ★ If you are making a reservation less than six weeks before the start of the show, payment in full is due at the time of booking.
- ★ Your due dates and deposit amounts will be stated on your invoice. Failure to remit your deposit will result in the immediate release of all seats on hold. Please contact the Group Sales Department on or before the payment due dates if you are concerned about the status of your

Adding Seats

- ★ A group may request additional seats depending on availability. If seats are requested before final payment date, they will be added to the original contract. The Group Sales Department will attempt to get the seats as close to the original booking location as possible.

Reducing Seats

- ★ If you need to reduce your order, please contact the group sales office as soon as possible.
- ★ You may reduce your number of seats by no more than 10% of the original order. Orders that are reduced by more than 10% will forfeit a portion of their deposit on those seats above 10%; the remainder of the deposit will be applied to the seats held.
- ★ Should your group fall below 20; your deposit will be applied to the sale of seats at full price.

Cancellation

- ★ Groups that cancel their order before final payment is due may transfer their deposit to another show within the same season.
- ★ Groups that cancel their orders less than six weeks before the start of the show will forfeit their deposit.

Seating Policies

- ★ To ensure the enjoyment of all patrons, it is recommended that no children under the age of five attend performances other than those in the "On School Time" and "Family Series", or those designated as "Toddler Friendly."
- ★ Regardless of age, all patrons must have a ticket.

Terms and Conditions

- ★ Payments can be made over the phone with any major credit card or by mailing in a check payable to Shea's Performing Arts Center.
- ★ Failure to comply with payment schedule will result in the releasing of your seats.
- ★ NO EXCHANGES AND NO REFUNDS. ALL SALES ARE FINAL.
- ★ When possible, please note any special seating requirements.
- ★ Overbooking is strongly discouraged.
- ★ All group orders will include a \$7.50 handling fee.
- ★ Tickets will be issued upon receipt of final payment.
- ★ Tickets are subject to availability.
- ★ All dates, times, shows and prices are subject to change without notice.
- ★ All terms and conditions are subject to change without notice.
- ★ Shea's is not responsible for any losses incurred by individuals or organizations. In the case of inclement weather, exchanges and refunds cannot be issued unless the performance is canceled by the producers.