

Group Sales Policies

Contract & Payment Procedures

- *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% deposit within two weeks of placing your order.
- *Deposits are non-transferable and non-refundable.
- * Full payment is due no later than 4 weeks prior to the show.
- *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.
- *Tickets will be mailed to the address on file upon receipt of full payment.
- *Group prices include applicable discounts when available, a \$3.00 facility fee and a \$2.00 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"
- *Payments mailed to: Portland Opera, Attention Group Sales, 211 SE Caruthers St., Portland, Oregon, 97215
- *In person, Monday-Friday, 9am-5pm, Please call to schedule an appointment 503-295-3509.

Parking and Arrival

- *If coming by car, ample parking is available in nearby parking structures surrounding Keller Auditorium (SW 3rd between Market and Clay St.)
- *Buses can drop passengers off at Keller Auditorium in front of the fountain located on SW 3rd between Market and Clay St., parking is available in a flat lot located at SW 2nd and Clay
- *The lobby opens one and _ hrs prior to curtain.

Seating Policies

- *Group leaders are encouraged 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.