BROADWAY IN INDIANAPOLIS

Contract & Payment Procedures

- A “group” is defined as 10 or more people attending the same performance of any given production. Occasionally certain productions will have a higher group min. Please ask your sales manager what the group minimum for your desired show is.
- The group sales department will provide the best seat 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.
- Deposits are ***non-transferable and non-refundable***.
- Final payment is due no later than 8 weeks prior to the opening date of the show.
- Failure to submit deposits or final payment by the due date will result in releasing the hold on your seats and the forfeit of your deposit. ***This policy will be strictly enforced.***
- Tickets will be mailed to the address on file upon receipt of full payment. Occasionally tickets will be held at will call for out of state buyers.
- Group prices include applicable discounts when available, a facility fee and a group service fee.
- Some shows offer one or two complimentary tickets based upon number of seats purchased; please ask us when submitting payment if this applies to your group.
- 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 submitting final payment, a group may reduce the number of seats reserved as long as their total number stays above the group minimum. A group may add additional seats depending on availability (additional deposit may be required).
- Final payment can be made at any time. After final payment has been tendered, ***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 canceled and the deposit is retained.

Remitting Payments

- 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*****.**
- Payments may be made by cash, check, or credit card (Visa, MasterCard, and American Express).
- Purchase orders ***cannot*** be accepted as valid forms of payment.
- Checks may be made payable to ***“Broadway in Indianapolis”***
- Payments can be mailed to: Broadway Across America Indianapolis, Attention: Group Sales, 502 N New Jersey St Suite 200 Indianapolis, IN 46204
- By email: Chris.Schneider@BroadwayAcrossAmerica.com
- If you would like to make a payment in person, please call 317-632-5183 to schedule an appointment.

Seating Policies

- Group leaders are asked 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 documentation 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.