

## Group Sales Policies

### For Details, Contact:

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**Please note that some of the policies below are negotiable. We work closely with each group to best meet your individual needs.**



- A **MINIMUM** of 15 people is required to be considered a group.
- **Commercial groups ONLY** will receive complimentary tickets for the **group leader and driver**.
- A group contract is required for **ALL** group sales. This contract **MUST** be **signed** and **returned** with a **10% non-refundable** deposit to reserve tickets. For groups over 75 people a **20% non-refundable** deposit is due. **FULL PAYMENT is typically due 15 days prior to performance**. Refunds are honored 15 days before a performance minus the 10% or 20% non-refundable deposit.
- If full payment is **NOT** received 15 days prior to performance, tickets **will be released** if ticket demand warrants. A group sales coordinator will be in contact with you to confirm the details of your tour if this is the case.
- Group reservations made less than 15 days prior to the performance **MUST** be paid in full upon ordering. Final payment the day of the performance is not permitted.
- Over-booking is strongly discouraged. Contact Northern Sky immediately if you find a change in the number of tickets you will be requiring. Groups may add tickets any time as long as tickets are available. Please estimate numbers carefully.
- **SUMMER RESERVATIONS: ALL** groups are subject to our Group Rain Policy (Group Rain Policy in effect only if Northern Sky cancels a performance):

*Northern Sky Theater shows are not cancelled until scheduled show time. If the weather appears to be clearing, Northern Sky may decide to hold the performance after scheduled show time. If weather causes a performance to cease, and less than half of the performance has played, refund applications will be mailed to the address given for that particular group.*

- **SUMMER COACH BUSES:** A park pass will be provided for each motorcoach as needed. Bus parking is located in the park at a separate location from the amphitheater. Theater staff will be on hand to greet the bus group and escort the driver.
- Groups must arrive **no later than 20 minutes** before show time, or the reserved seats will be released, and the group will then be seated in general admission seating upon arrival.
- Group leaders are responsible for the picking up and distribution of tickets at the theatre the night of the performance.
- **Tickets can be picked up at the Northern Sky WILL CALL window at the theatre starting one hour prior to show time or at the main office before 4pm.**

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