

## **St. Charles Singers (SCS) Group Sales Agreement**

**Group Minimum:** 10 or more tickets to the same performance. Groups can be composed of different age levels.

### **Reservations:**

- Once tickets are reserved, an invoice will be issued. Please review invoice to verify performance date, time, number of tickets and seat location for accuracy. Once this contract is signed by both parties, it shall act as a binding contract between the Group Leader and SCS.
- All orders are subject to availability.

**Deposit:** A 50% deposit must be made at time of reservation to secure your seats.

**Final Payment:** Final payment is due two (2) weeks prior to the performance date.

- Payments may be made with a credit card by phone (630)-513-4792 or by mailing a check to Attn: Group Sales, St. Charles Singers, 311 N. 2<sup>nd</sup> St., St. Charles, IL 60174.
- In the event that a performance becomes more than 90% sold, full payment must be made at time of reservation.
- Failure to make your final payment by the due date will result in the release of your seats and forfeiture of your deposit.
- If a reservation is made less than two (2) weeks before a concert, payment in full is due at the time of the booking.
- Final payment due date and amount will be stated on your invoice.
- Please contact St. Charles Singers on or before the payment due date if you are concerned about the status of your payment.

**Additional Seats:** A group may request additional seats at any time.

- Additional seats are based on availability.
- If seats are requested before final payment is due, they will be added to the original contract.
- SCS will attempt to reserve additional seats as close to the original booking location as possible.

**Reducing Seats:** If you need to reduce your order, please contact SCS as soon as possible.

- You may reduce the number of your seats no more than 10% of the original order.
- Should you need to reduce the number of your seats by an amount greater than your original deposit, the remainder of the deposit will be forfeited.
- *Should your group fall below the 10 ticket minimum, 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 concert within the same season.
- Groups that cancel their orders less than two (2) weeks before the concert will forfeit their deposit.

**Seating Policy:**

- To ensure the enjoyment of all patrons, it is recommended that no children under the age of 8 attend performances.
- All patrons regardless of age must have a ticket to attend the performance.

**Terms and Conditions:**

- Payments may be made over the phone (630) 513-5272 by Visa, Master Card or American Express, by mailing a check payable to St. Charles Singers to the office (Attn: Group Sales, St. Charles Singers, 311 N. 2<sup>nd</sup> St., St. Charles, IL 60174) or with cash at the SCS office.
- Failure to comply with payment schedule will result in the release of your seats and forfeiture of deposit.
- All ticket sales are FINAL. NO refunds – NO exchanges.
- When possible, please note any special seating requirements (wheelchairs, walkers, hearing, sight, helping dogs, etc.) We are happy to accommodate as long as we are aware of the situation.
- Overbooking is strongly discouraged as a portion of your deposit may be lost.
- Tickets will be issued upon receipt of final payment.
- Tickets may be mailed or picked up at the SCS office (call first).
- Group tickets are required to be distributed before the concert.
- Additional seats reserved after the final payment may be held in will call on an as needed basis.
- Tickets are subject to availability.
- All dates, times, programs and prices are subject to change without notice.
- All terms and conditions are subject to change without notice.
- The SCS are not responsible for any losses incurred by individuals or organizations.
- In the event of inclement weather, exchanges and refunds cannot be issued unless the performance is cancelled.

**In the interest of preserving affordable ticket prices for all patrons:**

- SCS are not responsible for tickets purchased through unauthorized third parties.
- We reserve the right to refuse to sell tickets to identified ticket brokers and scalpers.
- We reserve the right to revoke any tickets sold to identified ticket brokers and scalpers through a refund at face value.
- Anyone holding a revoked ticket will not be allowed to attend the performance.

If you have any question about the above policies, please do not hesitate to contact St. Charles Singers at (630)-513-5272. Thank you for choosing St. Charles Singers and enjoy the performance!

**St. Charles Singers Group Sales Agreement**

**Signatures:**

**Approved and authorized by:**

**Group Leader**

**Name: (print)** \_\_\_\_\_

**Title: (print)** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approved and authorized by SCS:**

**Box Office**

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**Thank you for choosing St. Charles Singers for your group outing. We look forward to working with you and to sharing the best in choral music with you.**