

Group Ticket Policies for the 2018/19 Season

Large Groups (20 or more): \$8 per ticket, 1 free for every 20 paid

Small Groups (8-19): \$10 per ticket

Education rate (home schools, education-related groups): \$8 per ticket

I. Group Ticket Order Non-Refundable Deposit Policy:

Beginning Sept. 1st, 2016, a 15% non-refundable down payment will be required for group ticket orders of 20 or more.

Terms & Conditions:

- 15% of the ticket order price will be due **10 business days from the date of reservation, with the remainder of the payment due four weeks before the performance date.**
- This 15% **does not include** the **\$2.00 service charge.**
- This is 15% of the total ticket price, **not an additional amount.**
- If SteppingStone does not receive the 15% down within 10 business days, the tickets are subject to release.
- Preferable method of payment is via credit card over the phone, but we will accept check dependent on the needs of the organization making the reservation.
- **If reserving within one week of a performance date, payment in FULL is due at the time of reservation.**

II. Ticket Orders are Non-Refundable

All ticket SALES ARE FINAL. SteppingStone **does not provide refunds for unused tickets for any reason.** For weather-related cancellations we will work with your group to reschedule for another performance date.

III. Final Number Due

Final count for Large Group orders is due six weeks prior to the performance date, unless otherwise specified between the contact booking the reservation and the reservationist. After that date, the number of tickets cannot be lessened, and the amount owed will not change.

IV. Communication of Additional Needs*

SteppingStone has limited space and must be informed in advance of any lunch, accessibility or other special accommodations. Additional needs of your organization or group must be communicated at least 48 hours in advance of the performance in order for SteppingStone to accommodate them.

Rental fees apply if your group requires use of additional space, and **space usage is subject to availability.** The additional space can accommodate **up to 75 students and staff.**

*** A minimum of 48 hours advance notice is required for the option to procure lunch space.** Space rentals must be coordinated with the Office & Finance Coordinator Rachel Ostroot-rachel@steppingstonetheatre.org

Our ultimate goal is to make your group's visit with us as enjoyable as possible. Help us help you by communicating in advance. We will do everything possible to reasonably accommodate the needs of your group. Thank you for your interest in SteppingStone's performance program!