



GROUP SALES POLICY

Updated 03/17/22

GENERAL

- In order to qualify for group ticket pricing, you must purchase 10 or more tickets to the same performance. Tickets do not have to be in the same price level.
- Group ticket orders are processed on a “date received” basis; for best available seating please order early.
- In most cases, there are no discounts offered for Saturday matinees, Saturday evenings, or Sunday matinees. You may still purchase group tickets at the regular single-ticket rate.
- Once your order is processed you will receive a Group Sales Contract detailing your seat locations, pricing, and final payment due date. Please check the contract carefully for date & time, seat locations, number of tickets, and prices to make sure they are what you ordered. If everything is correct, please return a signed copy of the contract by email within one week of receiving it. If your signed contract is not received, your reservation may be cancelled and your deposit refunded, less the handling fee.
- Due to dynamic pricing, ticket prices, including group ticket prices, are subject to change; additional group tickets may not be the same price as the original order.
- Tickets can be accessed via the Ticketmaster or Broadway Dallas app on your phone. Click [here](#) for additional mobile ticket information. Tickets cannot be accessed until the account is paid in full.
- Large groups of 20 or more may request to have tickets printed and left at Will Call for pick up the day of the event. Only the group leader (or designated representative) can pick up tickets and will be responsible to distribute the tickets to the rest of the group.
- Large groups of 20 or more may request to have tickets printed and mailed to the group leader. The cost for printing and mailing the tickets is \$10.00 and will be delivered by USPS.

PAYMENT

- We accept all major credit cards, checks (no personal checks), or cash at the Music Hall Box Office during normal business hours.
- Payment must be made with one credit card, or one check (no personal checks) made payable to **Broadway Dallas** and mailed to: **Group Sales, 909 First Avenue, Dallas, TX 75210**.
- Payment options: Full payment at time of booking; or 25% non-refundable deposit at time of booking with final payment due in two weeks. If final payment is not received by the deadline, your order may be canceled without notice.

CANCELLATION

- You may cancel all or part of your order within two weeks of booking, without penalty. This two-week time period may be reduced depending on its proximity to the show.
- You may cancel up to half of your order up to three (3) weeks prior to the show with a \$2.00 per ticket cancellation fee.
- Cancelling some of your tickets may result in a higher ticket price, if the group number falls below the ten (10) ticket minimum required.
- **NO CANCELLATIONS, REFUNDS, OR EXCHANGES** are allowed within the three (3) weeks prior to the show.

TICKET RESELLING

- BROADWAY DALLAS AND BROADWAY ACROSS AMERICA DO NOT SUPPORT THE RESELLING OF OUR TICKETS AT A PRICE ABOVE THE PRINTED FACE VALUE. Your use of this website and your purchase of tickets through our Group Sales facilities constitutes your acceptance of the following terms and conditions without limitation, qualification, or change, and you consent to be bound by such terms and conditions. You represent and warrant that the tickets you receive will not be resold to individuals above the face value, unless you meet all of the following conditions: (i) you are a tour operator, authorized concierge service company, travel agent or other authorized wholesale travel industry partner of the Company that (ii) packages the tickets with hotel reservations, transportation arrangements or other travel amenities, and (iii) such packages include substantial value to each purchaser thereof above and beyond the rights and access provided by the ticket alone. Broadway Dallas and Broadway Across America each reserves the right to refuse service to any person or entity that resells any group sales tickets for profit in the secondary marketplace. If Broadway Dallas or Broadway Across America discovers that tickets sold as part of a group order have been resold individually at a profit or otherwise in violation of the conditions described above, each entity reserves the right to revoke your group benefits at any time, including but not limited to rights to purchase tickets, group discounts, payment plans, complimentary ticket policies and priority seating privileges, and subject to applicable law, we may also revoke Group Sales tickets.