



THEATRE AQUARIUS DOFASCO Centre for the Arts

190 King William Street Hamilton, Ontario L8R 1A8
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Group Booking Policy

Order Processing

- Orders will be processed on a first come, first serve basis (subject to needs and special requests)
- You must inform us (preferably at time of booking) if there are any special needs, including wheel chair seating. We are wheel chair accessible with limited wheel chair seating. If your request is not received, we cannot guarantee seating.

Booking & Payment Requirements

- Upon booking, a block of space will be temporarily held until a Group Sales confirmation package and agreement is sent out. The package is standard issue for all groups. The agreement must be signed, dated and returned with your:
 - Your **\$20 non-refundable booking fee** (*booking fee not applicable to schools*)
 - Your **non-refundable ticket deposit of 10%** within 2 weeks of booking (*applicable to all group & school bookings*)
- If both, signed agreement and payment, are not received by the indicated due date, your order will be cancelled.
- An updated account statement will be issued free of charge (if required) reflecting any changes made once your final numbers are provided.
- Full payment is required 30 days prior to the selected performance date; if payment is not received, you will held responsible for the full number of tickets reserved on the account, if the tickets are not needed to accommodate other orders.
- Payment can be made in the forms of: credit card (Visa, MasterCard or American Express), cheque (payable to Theatre Aquarius) or by cash (dropped off in person by appointment only).
- If your order is placed with less than 7 weeks to the performance, your payment due date(s) will be determined by the Group Sales Co-ordinator.

Associated Fees

- The associated fees can easily be avoided by adhering to your payment deadlines and keeping your original documents in a safe place, however:
 - If for some reason your group is unable to make the payment deadlines an extension may be granted, (based on the demand for tickets) but a \$25 late charge will be applied to the order for each missed deadline. You must contact the group sales department prior to your deadlines to find out if an extension is available.
 - An administration charge of \$5 will be applied, per request, for any documents from your original Group Sales confirmation package. As well, the administration charge will be applicable for any additional copies (other than those provided) of your account statement.

Tickets

Complimentary Tickets

- Not applicable to school bookings with the implementation of the \$10 teacher ticket.
- Only four groups will receive a complimentary ticket (one) for their Motorcoach driver

Distribution

- Tickets will be mailed out upon final payment (if time permits) or, if arrangements are made, can be a picked up between Mon-Fri. 10am-6:00pm. Should pick up be made by someone other than the designated group leader, notification must be received. Tickets will not be released to a secondary person without proper authorization from the group leader.

- The designated group leader accepts full responsibility for the tickets and the ticket distribution amongst the group members.
- According to fire codes, all persons attending must have a ticket in hand when entering the auditorium

Adding or Reducing Seats

- You can only reduce the number of tickets in your order (without penalty) up until your final payment due date. After that date you will be responsible for the full amount of tickets ordered on your account, if they are not required to accommodate other orders.
- Please be aware that as the number of tickets change in your order, your group discount may also change. If you fall below the group minimum, you will forfeit your group benefits.
- You may add additional seats to your order, per availability, at any time up until your selected performance date. The seats will be as close to the initial seat location as possible.

Refunds and Cancellations

- If a cancellation is made before the deposit due date, there will be no charge to the group.
- If a cancellation is made after the deposit due date, the deposit as well as the \$20 booking fee is forfeited.
- There are absolutely no cancellations or refunds once final payment has been made.
- In the event of transportation closures, every effort will be made to re-book your tickets or provide a complete refund.

Unused Tickets

- Once group tickets have been purchased, it is your responsibility to fill your seats. There are no credits, no refunds and no exchanges. No exceptions.

Supervision

- If your group has children/students or any special needs individuals, it is your responsibility to organize sufficient supervision for the excursion.

Behaviour

- Disruptive behaviour will not be tolerated and Theatre Aquarius reserves the right to remove any groups or individuals that are causing problems without refund (refer to enclosed House Rules)
- If the theatre incurs any additional expenses relating to the cleaning of a particular area or seat occupied by a group, (whether it be due to gum food, beverage etc.), an invoice will be issued and the group will be held responsible for the full amount.