



Group Sales Booking Procedures and Payment Policies

Performances

- To book a group, patrons must submit a [Group Sales Reservation Form](#), or use our new online system..
- The Group Sales office has **up to seven business days** to complete the request. Once the request has been completed, an invoice will be sent to the patron.
 - If the request cannot be completed, the Group Sales Office will contact the patron to arrange a different performance and/or seating location that will work for the group.
- Groups must submit a **non-refundable one-third deposit 30 days** after the acceptance of the contract. If a patron is booking a group **less than two months** before the visit, there will be no deposit, only a final payment.
- Groups must submit **final payment and final group numbers** 30 days before the performance date.
 - Any and all changes to orders must be submitted by email or fax to the group sales office.
 - Groups who **cancel** their reservation after the deposit is submitted will be allowed to keep the money from the deposit on account for **ONE full year** for use toward future orders. Once final payment is submitted, **ALL money (including deposit) is forfeited** for future use.
 - Once **final payment** has been made, there are **no refunds or exchanges**.
- If a patron is booking a group **30 days (or fewer) before their performance**, the patron will need to **pay the invoice in full the next business day**.

Payments, Refunds, Cancellations and Ticket Pick Up:

- The Group Sales Office accepts all major credit cards and checks as payment. Groups can pay for their reservation by credit card via phone, fax or email. If you are adjusting your group numbers, please consult a member of our Group Sales staff before submitting payment by check or credit card. **Please note: Checks not received by required due date will require payment by credit card to hold reservations. Upon receiving the check, we will refund the corresponding charge and process the check accordingly.**
 - Groups **paying by check should email or fax a copy** to the Group Sales Office before sending payment by mail. All payments being mailed should be sent to the following address:
Ford's Theatre
Attn: Group Sales Office
514 Tenth St. N.W.
Washington, D.C. 20004
- All groups **not paid** on time will be **cancelled**.
- All groups who attempt to rebook after being **cancelled due to non-payment must pay for tickets in full immediately upon reinstating over the phone**.
- Once payment is received in full there will be **no refunds**. Timed Entry and *One Destiny* tickets may be **exchanged one week or more** before the visit (all exchanges are subject to availability). Once tickets have been exchanged for a new date, those tickets are set and cannot be exchanged again. **There are no exchanges for performance and *History on Foot* tickets.**
- Groups may pick up their tickets on the day of their visit from the Box Office by presenting their confirmation sheet (provided to them by the Group Sales Office after payment). **For early pickup please email groups@fords.org at least 48 hours prior to the intended pickup date.**

- Timed Entry, *One Destiny*, and History on Foot group tickets are **mailed only if requested by the group leader** at the time of reservation. An additional \$5.00 fee per mailing will be charged for U.S. Postal Shipping.
- Performance tickets are **mailed only upon request** and are **sent two-day FedEx only** for an additional \$25.00 fee per order. If a patron has their own FedEx account number, that may be used to mail the tickets via FedEx two-day service. ***Tickets for A Christmas Carol are available for pickup at will call the day of the performance***
- **Tickets will not be mailed for any request submitted less than two weeks before a group visit date.**

Additional Information:

- If your group is expecting to arrive late on the day of your visit, please contact us by email at lategroup@fords.org **AND** call our box office at (202) 347-4833. In your message, include your group name, account number, your expected entry time, and your contact information. A member of our team will reach out to you and adjust your entry time if we are able. **In some cases, if your group is arriving 15 minutes or more later than your scheduled entry time, your group may need to change to a time later in the day. Please note: During the busy season, our phone lines are very busy, which is why we ask that you both email and call.**
- The Group Sales Office does not assume responsibility for any lost or damaged tickets. Any group who loses its tickets after they have been printed and shipped is subject to a \$5.00 reprint fee per order.
- Please note: Ford's Theatre does not provide complimentary tickets for bus drivers or school chaperones.
- For Historic Site Visits, DC Tour Guides may receive complimentary tickets from the Box Office on the day of the group's visit by showing their DC Tour Guide badge and Group Sales confirmation sheet. This offer is subject to availability.
- For Performances a group may receive one free partial view ticket for every 10 tickets purchased. This offer is based on availability and does not guarantee that the free ticket will be located near the rest of the group's tickets. Offer not available for tickets to A Christmas Carol.