

SD OPERA

GROUP SALES CONTRACT **ATTN: ERIN OLENO**

Group & Contact Information

Group Name:

Name of Group Contact:

Daytime Phone:

Evening Phone:

Email for confirmation: _____ Fax: _____

WHERE TO MAIL TICKETS: _____

Performance & Ticket Information

Opera: _____ Number of Tickets: _____ Ticket Price: _____

Date:

Payment Information: **If returning by email/PDF credit card information CANNOT be accepted due to PCI Compliance Regulations – please note to 'call for info'.**

Wire Transfer

Credit Card Number:

Credit Card type:

Expiration Date:

Name as it appears on Credit Card: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Cardholder's Signature: _____

- Credit cards will be charged once this form and the Policies & Procedures Agreement have been submitted and ticket availability has been confirmed.
- [Once a payment has been submitted, no alternate forms of payment will be accepted.](#)

Who may we thank for your referral?

SDO - GROUP SALES POLICIES & PROCEDURES AGREEMENT

Contract & Payment Procedures

- A “group” is defined as 10 or more people attending the same performance of any given production.
- The group sales department will provide the best seat allocations in the corresponding prices level available at the time of order; any special seating requests should be addressed at this time.
- A signed copy of this contract must be received along with a 20% non-refundable deposit within two weeks of placing your order. A reply email acknowledging and agreeing to the terms will serve as a signature.
- Deposits are **non-transferable and non-refundable**.
- Final payment is due no later than four weeks prior to your reserved performance date.
- Failure to submit deposits or final payment by the due date will result in releasing the hold on your seats and the forfeit of your deposit. **This policy will be strictly enforced.**
- Tickets will be mailed to the address on file upon receipt of full payment or held in Will Call for ONE representative to pick up, pre-arranged with group representative. Group leaders accept full responsibility for the tickets and ticket distribution.
- Group prices include applicable discounts when available, with handling fees waived.
- Due to the nature of opera bookings, prices, performance, and artist are subject to change or cancellation without notice.

Adding & Reducing Seats

- Prior to submitting final payment, a group may reduce the number of seats reserved as long as their total number stays above the group minimum. A group may add additional seats depending on availability (additional deposit may be required).
- Final payment can be made at any time up to four weeks before performance. After final payment has been tendered, **no refunds, exchanges, or cancellations can be made.**
- If cancellation is necessary before a deposit has been paid, there will be no charge. If a group should fall below the minimum group number for a particular show, the contract is canceled and the deposit is retained.

Remitting Payments

- The group leader is responsible for collecting all payments for the group order. Deposit payment and final payment should be made with **one check or credit card each**. A \$3.25 per check service fee will be imposed on orders paid with multiple checks.
- Payments may be made by cash, check, or credit card (Visa, MasterCard, American Express, Discover).
- Purchase orders **cannot** be accepted as valid forms of payment.
- Checks may be made payable to **“San Diego Opera”**
- Payments can be mailed to: San Diego Opera, Attention: Group Sales, 233 A St. Ste 500, San Diego, CA, 92101
- If you would like to make a payment over the phone, or arrange to pay in person, please call 619-533-7000