



# PEACE PASSPORT SERIES

## RESERVATION FORM GUIDELINES

Regardless of age, everyone in attendance must have a ticket. Seating is general admission and groups will be seated as they arrive. If special seating arrangements are needed, please contact Peace Center Groups Sales at 864.467.3032.

### RESERVING TICKETS

#### GROUPS OF 10+

The Peace Passport Series Reservation Form can be found online on the Passport Series webpage. Forms that are missing required or pertinent information will not be processed until all necessary information is obtained.

Completed reservation forms are processed in the order in which they are received. We will work quickly to process your order, but a confirmation may take up to five business days. If you have not been contacted or received confirmation within five business days of submitting your reservation form, please contact Groups Sales. Once the order is processed, the contact teacher will receive a Groups Sales Contract via email.

Please make sure to check all school calendars and test schedules before completing and submitting your reservation form, and indicate if you are flexible with a performance date and/or time.

#### TICKETS

You will not receive printed tickets for your order. Your attendance will be verified upon your arrival. Make sure to include a ticket for all teachers, chaperones, and bus drivers (if they will be attending the show) in your number of reserved tickets.

#### SINGLE TICKET SALES

Those wishing to purchase less than 10 tickets for a selected performance should call the Peace Center Box Office at 864.467.3000 or visit [peacecenter.org](http://peacecenter.org). Payment is due at the time of purchase.

### FINANCIAL ASSISTANCE

A limited number of scholarship tickets are available to assist schools in financial need. Scholarships will be awarded on a first-come, first-served basis for Title I schools and those with students participating in the subsidized lunch program.

Title I schools may receive up to 25% of their total order in scholarship tickets. Those with students receiving subsidized lunch may receive up to 10% of the total order in scholarship tickets. Both situations are subject to availability.

To be considered for scholarship tickets, complete the financial assistance portion of your order form. Your Group Sales Contract will reflect the number of scholarship tickets granted.

### SPECIAL NEEDS

The Peace Center is happy to assist any attendees requiring accommodations. If a student, teacher, or chaperone requires special services or if you will be accompanied by a service professional who needs consideration for the show, indicate this need on your reservation form. This includes, but is not limited to, mobility, auditory, visual, emotional, or cognitive needs.

Please indicate any special needs accommodations on your order form. If you have questions or would like to discuss accommodations for the performance, call us at 864.467.3032. If needs change, notify Group Sales as soon as possible.

### PAYMENT

Schools may either make a deposit for the order and pay the remaining balance separately or pay the entire balance at one time.  
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## DEPOSIT

For schools paying a deposit, 25% of your order balance will be due within two weeks of order processing. The balance must be paid in full no later than 30 days prior to the first performance of the selected show. If final payment has not been made at that time, your order will be cancelled.

For orders placed prior to the beginning of the 2018-19 school year, deposits will be due Tuesday, September 4. **All deposit and balance due dates will be clearly stated in your Groups Sales Contract.**

## PAY IN FULL

For schools paying the entire balance at once, payment will be due no later than 60 days prior to the first performance of the selected show. If payment has not been made at that time, your order will be cancelled.

For orders placed prior to the beginning of the 2018-19 school year, balances will be due Tuesday, September 4. **The due date will be clearly stated in your Groups Sales Contract.**

## ADDITIONAL INFORMATION

All orders for shows with performances prior to October 30 will have a full balance due date of Tuesday, September 4.

If an order is placed less than 30 days prior to the first performance of a selected show, full payment will be due at the time the order is processed.

If a school has an unpaid balance from a prior show, new orders will not be processed until the existing balance is paid in full.

## ORDER ADJUSTMENTS

**Changes may only be made to your order prior to the final payment due date.** Please make sure that you have reserved the appropriate number of tickets for all students, teachers, and chaperones, as many of our performances sell out and we cannot accommodate un-ticketed attendees. Credits or refunds will not be issued for unused seats on the day of the performance.

## ORDER CANCELLATIONS

If a school must reduce their group size or cancel their reservation, the teacher must submit the request in writing prior to the final payment due date. If a written cancellation request is not received, a cancellation fee of 50% will be assessed. Cancellation requests after the final payment due date will be non-refundable. Any payments or deposits made prior to cancellation are non-refundable.

## INCLEMENT WEATHER

In the event of unavoidable circumstances such as inclement weather, the Peace Center will make every effort to reschedule your group into an alternate mutually agreed upon show time or alternative title. If weather impacts the Upstate, call the Groups Sales line at 864.467.3032 the morning of the show, selecting option "5" to see if weather has affected the performance. The contact teacher will also be notified via email. Should inclement weather cause school cancellations, a Peace Center representative will contact you by phone or email to reschedule your reservation.

## DAY OF THE SHOW

Upon your arrival, you will check in with a Peace Center representative who will verify your attendance. School groups are responsible for attending their scheduled performance, which will be indicated on the order confirmation and concierge email sent prior to the performance. Seating can only be guaranteed at the scheduled performance and orders will not be refunded for missed performances.

Bus drivers are asked to remain with their buses for the duration of the program. Bus drivers that do not remain with their buses will be asked to wait inside the venue.

If you need to contact the Peace Center on the day of your show, please call 864.467.3032.

## PICNIC POLICY

The Peace Center does not have a designated picnic area. Additionally, buses may not remain parked on campus while groups walk to downtown picnic locations.