

Everything About Group Sales and Attendance

- 1. What constitutes a group?**
10 or more prepaid attendees.
** Bus drivers and group leaders must have a paid ticket**
- 2. What is the benefit of group attendance?**
Our **pre-paid** groups are admitted into the theater first and have first choice of seats.
- 3. How do I make a group reservation?**
Call Mary Robinson at 602-254-7399 x104, or email at mrobinson@herbergertheater.org.
- 4. How do I pay for my group?**
You may give Mary a credit card number over the phone.
- 5. May I pay for my group by check or cash?**
Yes, however it is not considered a confirmed reservation until we have your payment (or your credit card number) in hand.
- 6. Why is it important that my reservation be confirmed?**
Groups are admitted into the theater IN THE ORDER in which they have been confirmed.
- 7. Can I pay for my “group” tickets online?**
You may purchase 10 (or more) tickets online, however Mary should be informed of your group “status” in order for her to plan on your arrival and make sure you are seated as a group. **And** ordering through Mary will save you the \$0.70 per ticket fee you pay online.
- 8. When will my credit card be charged?**
48 hours before the day of the show you are attending. Mary will contact the group leader to get the final count and any lunch orders.
- 9. What if my group of 10 dwindles to less than 10?**
If you want to be considered a group you must pay for 10 or more tickets. Otherwise your status becomes the same as single ticket purchasers and you will be admitted into the theater after the groups on a first come first served basis. **No refunds will be made after the 48-hour cut off.**
- 10. Can I be assured of admittance to the theater in the correct order?**
Yes, *IF* you are at the door when we open at 11:40am.
- 11. If my group is not there at 11:40am will we have to wait for all the single ticket purchasers in line ahead of us?**
No. We will try to get you in as soon as you arrive. However, you may not get your first choice of seats. We would like to accommodate early arrivals, particularly during the summer months. Since we don't have a formal lobby, the entry space is limited. The actors, staff and ushers also need time to prepare before for each show. Please be plan to wait outside until the doors open promptly at 11:40am.
- 12. Do you have wheelchair accessible seating?**
Yes, we do. Please notify Mary in advance of how many wheelchair and/or walker guests you will be bringing.
- 13. Is there parking available?**
Centers with group vans (must have Center logo on bus/van or commercial plates) will have free parking on 3rd Street. Please notify Mary that you will be bringing a van and you will be given a parking pass for your vehicle.
- 14. How much do group tickets cost?**
Tickets are \$7.00 each. Lunches are an additional \$8.00, and must be ordered 48 hours before show day.