

ASU Gammage

Group Policies & Procedures

To Reserve Group Seats:

Seats may be reserved by calling ASU Gammage Group Services at 480-965-6678. Seats can also be reserved by emailing the group order form to groups@asugammage.com or faxing it to 480-965-3583. Once tickets are reserved, Gammage will fax or mail a contract/invoice that details your seat locations, deposit total, payment total, and deadlines.

25% Deposit:

Within 2 weeks of reserving your seats, a 25% non-refundable, non-transferable deposit must be paid (50% deposit required for WICKED). If a deposit is not paid within this time, seats may be released. If after you have made a deposit you find that you haven't sold enough tickets to form a group, you may use 100% of your deposit towards regular priced tickets. The exact deadlines for deposit and final payment will be listed on the contract.

Service Fees:

The following fees are included in the group ticket pricing:

Facility Fee - \$3.50 per ticket

Service Fee - \$2.00 per ticket

Payment:

Accepted forms of payment include: check, cash, money order, Visa, MasterCard, American Express, Discover, and purchase orders. Orders may be placed and final payments may be made by mail, phone or in-person. If you wish to place an order or make final payment in person, please schedule an appointment so someone can be available to help you.

Printing Tickets:

Tickets will only be printed upon final payment. There are no exceptions.

Changing the Order:

Tickets may be added to an order at any time, based on availability. Once the original order has been paid and tickets have been printed, all additional tickets must be paid in full at the time of order. Groups should reserve only the amount of tickets that can be confirmed and paid-in-full. However, you may reduce the number of tickets you have reserved before the final payment is due without penalty- as long as you stay above the minimum (usually 15 tickets).

Cancellation/Refund Policy:

All payments, including deposits, are not refundable and not transferable to other shows.

Tickets cannot be exchanged.

Special & Promotional Offers:

Sometimes special and promotional offers are available to groups including: additional discounts for groups of 50 or more, weekday matinee performances for seniors and students, early bird specials, etc. Please go to www.asugammage.com/groups for details.

Online Group Ordering /USHER program (for Broadway shows at Gammage):

EventUsher is an online ordering program designed for large organizations and their members/employees. ASU Gammage can create a personalized (password generated) webpage for your organization which offers single tickets at group prices. Individuals order and pay by credit card online. Please call 480-965-6678 for more details.

Seating:

Group seating is based on availability and orders will be processed in the order in which they are received. Note: The seating arrangement at Gammage is continental seating, which means that the seats that are together are numbered every other seat, either odds or evens. Seats 1 and 2 are the very center seats in the auditorium, with everything left of center being odd (3,5,7,etc.) and right of center being even (2,4,6,etc.). The lower the seat number, the more central it is located. Please keep a list of which seats you have assigned to each member of your group.

Parking:

Parking brochures are available online at www.asugammage.com/parking. Parking information can also be accessed by calling 480-965-PARK.