



2016-17 POP! ORDER GUIDELINES

Peace Outreach Performances are programmed with students in mind. To help guide your decisions, we've included age recommendations and curriculum connectors for all our shows. Please keep in mind that for the enjoyment of all our guests, we recommend that attendees be at least **three and older**. Regardless of age, everyone must have a ticket. All tickets for POP! performances are \$10.

Seating is general admission, and large groups are seated as they arrive. If special seating arrangements are needed, please contact the Peace Center Box Office at 864.467.3000.

Teachers - Please be sure to check all school calendars and test schedules before completing and submitting your POP! Group Order Form.

RESERVING TICKETS

GROUPS OF 10+

Placing an Order

If your group is 10 or more, download and complete a **POP! Group Order Form**. We recommend typing the information but should you handwrite remember, neatness counts! Incomplete forms without required information will experience a delay in processing. Please submit the form by **email to groups@peacecenter.org**, drop it by the Peace Center Box Office, or mail it to **Peace Center Box Office, 300 S Main St, Greenville, SC 29601**.

All requests are processed in the order in which they are received. We will work quickly to process your order but please keep in mind that confirmation may take up to two weeks. If you do not receive a confirmation within that time frame please contact our Box Office. Once the order is processed, the contact teacher will receive a **Group Sales Contract** via email.

Payment

In order to continue to hold your tickets, we require a **deposit totaling 25% of your order** (or purchase order in the same amount) at least **two weeks after you receive your contract**. The balance of your group order **must be paid in full 30 days prior** to the performance date. Unfortunately if you fail to make the final payment by the due date we will need to release the seats and you will forfeit the reservation deposit.

For **schools paying the entire balance in one check**, payment will be **due no later than 60 days prior** to the performance. If there is no payment at that time, seats will be released.

If a school group sale is placed less than 30 days prior to the performance, full payment must be made at the time of booking.

If a school has an unpaid balance from a prior performance, new reservations will not be accepted until the existing balance is paid in full. Please discuss any extenuating payment circumstances with the Peace Center Box Office at 864.467.3000.

SINGLE TICKET SALES

Those wishing to purchase less than 10 tickets should call the Peace Center Box Office at 864.467.3000 or visit peacecenter.org and book your reservation. Payment will be due at the time of reservation.

CAN I BUY TICKETS THE DAY OF THE PERFORMANCE?

Many of our events sell out; for this reason, we ask that you do not bring extra students or chaperones on the day of the event without prior notification within the described order adjustment time frame (see below, "Group Order Adjustments").

Based on availability, single tickets may be purchased at the Box Office until the show starts.

WILL WE RECEIVE PHYSICAL TICKETS?

When your group arrives, you will check in with a Peace Center representative who will verify your attendance. We will only admit those students and chaperones who have reserved seats in advance. Make sure to include all teachers, chaperones, and bus drivers (if they will be attending the show) in the final headcount when completing your **POP! Group Order Form**.

GROUP ORDER ADJUSTMENTS

You can increase or decrease your total tickets at any time **prior to the payment due date**. After that date, additional seats may be **added** to your order and purchased based on availability. We cannot issue **credits or refunds for unused seats on the day of the show**.

ORDER CANCELLATIONS

In the event that a school group must cancel their reservation **or** reduce their group size, teachers **must submit the request in writing prior to the payment due date**. If a written cancellation request is not received and acknowledged, you may be held responsible for a cancellation fee of **50% of the order total**.

Remember, **ticket purchases are non-refundable**. In the event of unavoidable circumstances such as inclement weather, we will do our best to reschedule your group into another show time for the same title or an alternate title.

SCHOLARSHIP ASSISTANCE

We have a limited number of scholarship tickets available to assist schools with financial need. Scholarships will be awarded on a first-come, first-served basis **for Title One schools and students participating in the subsidized lunch program**. Teachers may also request scholarship tickets based on financial need.

Title One schools may receive up to 25% of their total order. Those with students receiving subsidized lunch may receive up to 10% of the total order. Both situations are subject to availability. Please contact us directly if you need additional consideration.

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

SPECIAL NEEDS

To discuss accommodations for students with special audio, visual or physical needs, reach out to one of our customer service representatives at 864.467.3000. Please indicate special needs accommodations for your POP! Group Order Form, including the number of wheelchairs.

INCLEMENT WEATHER

If weather impacts the Upstate, call the Box Office at 864.467.3000 the morning of the show, selecting option "5" to see if weather has affected the performance. We'll update our outgoing message with any performance cancellations by 7am. The Peace Center will also send email correspondence. Should inclement weather cause school cancellations, a representative from the Peace Center will promptly contact you by phone or email to reschedule your reservation.

PICNIC POLICY

We know that a picnic is a great way to round out the day for students; however, the Peace Center does not have a designated picnic area. Additionally, buses may not remain parked on our campus while groups walk to downtown picnic locations. That said, we are more than happy to provide you with information for area picnic locations with parking in close proximity to the Peace Center. Please email one of our POP! staff at education@peacecenter.org or call 864.467.3000 for more information.