



# GROUP SALES POLICIES AND PROCEDURES

## DEPOSIT:

- To secure your reservation we require a deposit of \$5.00 per person that you are reserving for. (i.e. 20 guests = \$100.00 deposit, 50 guests = \$250.00 deposit)
- The deposit due date will be stated on your contract next to: "Deposit Payment Date".
- All deposits are non-refundable and non-transferrable.
- Your signed contract must be returned by the deposit due date listed on your contract.

## HEAD COUNT:

- Your final head count is due on or before the date of your final payment.
- Your headcount **MUST** include any bus drivers or group leaders.
- Any reduction in head count must be finalized prior to making final payment. Once you have made your payment, all sales are non-refundable. No credit will be given for "no-shows"; you are welcome to fill the seats if members in the group cancel.
- If you need additional seats after making your payment, we will be happy to assist you in adding them to your reservation as availability allows.

## FINAL PAYMENT:

- The final payment due date will be stated on your contract next to: "Final Payment Due".
- Final payment is due 3 weeks prior to attendance, on the nearest Monday, unless booking for a Christmas Show.
- Final payment for a November Christmas Show is due on September 23, 2019. Final payment for a December Christmas Show is due on October 28, 2019.

## MAKING PAYMENT:

- **All payments made for group reservations are non-refundable.**
- Failure to meet payment deadlines will result in cancellation of the group reservation.
- Group leaders should collect funds and make only ONE payment for the final balance. You cannot have all members of your party make separate checks to The Barn Dinner Theatre.

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- We accept the following forms of payment:
  - Visa Card, MasterCard, American Express & Discover Card
  - Cash / Check / Money Order
    - All Personal Checks must have current address printed on them. A valid driver's license number must be written or printed on the check.
    - If checks are not endorsed as stated, they will not post, which will result in cancellation of the group reservation.
  - We do not accept starter checks.
- We are unable to offer extensions.
- Cancelled orders may only be rebooked with full payment.

## **SEATING & SEATING TIMES:**

- Once your seats are reserved your group will be assigned a seating time based on their location in the theatre. The seating time will be stated on your contract next to "Seating Time".
- On the day of your group's reservation, we prefer that our guests arrive no more than 15 minutes prior to their scheduled seating time.
- We will attempt to seat your group as close together as possible. Should your seats be separated due to availability, we will inform you at time of booking.

## **DRESS CODE:**

- Dress to impress! Our dress code is Business Casual or better. Please no: T-Shirts, Shorts, Ball Caps, Jeans, Flip Flops, or Sneakers.
- Exceptions can be made when medical conditions restrict clothing options.

## **INCLEMENT WEATHER POLICY:**

- If The Barn cancels a performance due to inclement weather, we will reschedule your reservation for another performance date or apply a credit to your account that is valid for 6 months.
- If your group cancels due to weather, but The Barn does not, then the group leader must notify The Box Office by 9:00 a.m. on the day of the show and follow the same procedure as stated above.
- If the group leader does not notify The Barn that they are cancelling due to weather, the reservation will be treated as a "no-show" and NO exchanges or account credits will be issued.