

# FSCJ ARTIST SERIES

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Credit Union

## Group Sales Policy

**What is a group?** A group can be as small as 10 people attending the same performance. Each show has a minimum that must be met to receive group pricing and benefits.

### Group Benefits:

- **Personalized Service** – Ordering tickets is now the easiest part of planning your next special night on the town! Our team is ready to assist you and your group's specific needs from selecting the perfect seats to recommending local restaurants to planning a pre or post show reception.
- **Advanced Ordering and Priority Seating** – Group tickets are available for purchase for all season shows in advance of the general public. We provide the best seating locations at the time of reservation in the preferred price level. The best seats are the first to go, so book your group early!
- **Special Discounts** - Discounts are available for groups as small as 10 and range up to 20% off. Many shows also offer early bird pricing and a student & senior discount valid for rear orchestra seating on Tuesday, Wednesday, Thursday & Sunday evening performances!
- **Flexible Payment Options** – Groups can reserve their seats and pay for them on an easy deposit payment plan. Payment policies may vary due to show and group requirements. *All payments are non-refundable and non-transferable.*
- **Customized Online Ticketing Ordering System** – Groups can now purchase online through our Group Usher Program! Our online system allows your group members to purchase their own tickets online while maintaining group benefits. Our fast, easy and hassle free system is perfect for Employee Benefits Programs, Alumni Association Events, Non-Profit Fundraisers or any organization or group of family and friends that meet the group minimum. Start saving today by requesting an online password for your group! *Some restrictions may apply.*
- **Special Events** – Celebrating a special occasion? Special arrangements can be made before, during intermission, or after the show at the Times-Union Center. Combine great entertainment, special priority seating and group discounts with themed parties, special menus, corporate or private parties or business meetings.

## Groups 101

The key is planning ahead! The earlier you make a reservation, the better chance of getting your preferred date and seat location.

**Elect a Group Leader** – A responsible organized person to act as the group representative in communicating with the Artist Series and to keep your group on schedule: payment, ticket distribution and day of details.

## Payment Terms

A non-refundable deposit of 50% (of the total group ticket price) is due within 30 days of making the reservation and will secure your reservation. A deposit is non-transferable and is to be used for its intended performance. The final payment must be paid 30 or 60 days before the performance, depending on the policy of the individual show (Early Bird discounts will have a specific predetermined due date).

Tickets will not be printed until final payment has been made. Following receipt of final payment, tickets can be either mailed or picked up at our Box Office located on 501 West State Street or picked up at Will Call on the day of the performance. Will Call will open one hour before the performance. Payment arrangements are on a case-by-case basis and based on time allowed and seating availability.

If you realize that you do not need all seats reserved, please call and release all or part of your order so another group may add extra seats to their blocks or move up to better seat locations.

Additional tickets may be purchased after final payment and must be paid-in-full.

Be sure to create a ticket distribution master list for your group. Form can be either emailed to you or downloaded from our website. Use it to record attendees name and seat number (including row) and submit to Group Sales Department as soon as possible. If returned to us in time, the list can be stored in Will Call office for your convenience. Otherwise bring completed master list with you to theater as a precaution for lost tickets.

Mark your calendar! Due dates are firm. Failure to meet payment deadline will result in loss of deposit and automatic release of your reserved seats. Three ways to pay: payments can be made by phone, mail or by stopping by our office:

FSCJ Artist Series, Groups  
501 W. State Street, Suite 109  
Jacksonville, FL 32202

**No refunds or exchanges. Deposits are non-transferable.**

## Parking

**Cars** - Parking in the Enterprise Parking Garage can be purchased on our website ([www.fscjartistseries.org](http://www.fscjartistseries.org)) for \$5.00 and available for a limited time. The parking garage entrance is located on Pearl Street adjacent to the Omni Hotel.

**Buses** – Buses can drop off in the semi-circle in front of the Times-Union Center and return following the show for pick up. Bus parking is limited.

Questions? Call us (904) 632-5050 or email us [groupsales@fscjartistseries.org](mailto:groupsales@fscjartistseries.org)