

## DRURY LANE GROUP SERVICES TERMS AND CONDITIONS

- A 10% non-refundable, non-transferable deposit is due 14 days from receipt of this contract. A reservation is not guaranteed unless the deposit is received by the due date. In the event of a reservation cancellation, the 10% initial deposit is non-refundable and non-transferable.
- Performance tickets will not be held or reserved until the deposit is received.
- Please confirm all dates, times, and guest guarantees listed herein are correct prior to signing.
- In an effort to avoid confusion, please advise all members of your group that the Group Services department will only speak with the Group Leader indicated on your contract.
- Drury Lane will only reduce the final guest count by 20% from your guaranteed numbers listed herein and releasing of theatre seats must be done at least 3 weeks prior to your scheduled performance.
- Seating locations will be based on best available at the time of booking. Any special seating requests must be noted at least four weeks prior to the event and will be honored based on availability.
- Accessible seating requirements and special dietary requests must be arranged prior to the final payment.
- Final payment is due two weeks prior to the contracted performance date or tickets may be forfeited.
- Final payments can be made by check or credit card. Checks should be made payable to Drury Lane Events. Any payments made with a credit card must be accompanied by a signed credit card authorization form.
- Once final payment has been made, all sales are final.
- Should you wish to increase your meal or ticket count after final payment, the request will be honored based on availability. Every effort will be made to keep your group together, however the theatre reserves the right to determine where additional seats will be located. A credit card payment is required for any add-on tickets.
- Drury Lane will hold performance and meal tickets at the Group Check-In Table for pick up on the day of the performance. Tickets are mailed only upon request; please let the Group Services department know if you prefer to have these tickets mailed to you. To ensure proper delivery, Drury Lane will not mail tickets within seven days of the ticketed performance.
- As an added convenience, Drury Lane offers wheelchairs and hearing devices, which are available at our Front Desk on a first come first serve basis. A valid ID is required.

### *If your group is dining with us:*

- Everybody in your group will receive the same first course and third course.
- Up to three entree items from the show-specific menu may be selected.
- The exact count of your entree must be given to the Group Services Department three weeks prior to your event date as noted on your original agreement.
- All meals are subject to tax and gratuity.

Please feel free to call us at 630-570-7297 or 630-530-0202  
with any questions that you have about these terms and conditions.