



Group Sales

Booking Procedures and Payment Policies

Historic Site Visits

Booking

- Groups of 20-55 may purchase online. Groups of 55+ must submit an online reservation form.
 - The Group Sales office cannot accept reservation forms for dates that are not currently on sale. See www.fords.org for information.
- The Group Sales office has up to seven business days to complete submitted requests. Once completed, an invoice will be sent to the group contact via email.
 - If the request cannot be completed, the Group Sales office will email the group contact (within seven business days) to try to find an alternate date and/or time that will work for the group.
- For Historic Site Visits, D.C. Tour Guides may receive complimentary tickets from the Box Office on the day of the group's visit by showing their D.C. Tour Guide badge and Group Sales confirmation sheet. This offer is subject to availability.
- Ford's Theatre does not provide complimentary historic site visit tickets for bus drivers or school chaperones.

Payment, Exchanges and Refunds

- Full payment for a group is **due 60 days before the visit**.
- If booking **31-60 days before the visit**, the group has **10 business days** after date of emailed invoice to pay the order in full.
- If booking a group **30 days (or fewer)** before the visit, the **invoice must be paid in full the next business day**.
- Historic site visit tickets may be exchanged **one week or more** before the visit (all exchanges are subject to availability). Once tickets have been exchanged for a new date, those tickets are set and cannot be exchanged again.
- Once **final payment** is made, there are **no refunds**.

Ticket Mailing and Pickup Options

- Groups are admitted on a single-entry ticket for Historic Site Visits. This group entry ticket may be picked up day-of at the Box Office by presenting the confirmation form provided by the Group Sales office after final payment.
- The single group entry ticket can be mailed only if requested by the group leader at the time of reservation. An additional \$5.00 fee per mailing will be charged for U.S. Postal Shipping.
- For early pickup, please email groups@fords.org at least 48 hours prior to the intended pickup date.

History on Foot Walking Tour

Booking

- Groups may purchase public *History on Foot* tours online. To request a private tour, email the Group Sales office at groups@fords.org.
- Once the request has been completed, an invoice will be sent to the group contact via email.
 - Private tour requests may take longer than seven business days to accommodate.
 - If the request cannot be completed, the Group Sales office will email the group contact to find an alternate date and/or time that will work for the group.

- All History on Foot tours accommodate a maximum of 40 people.
- Ford's Theatre does not provide complimentary tickets to *History on Foot* for bus drivers or school chaperones.

Payment, Exchanges and Refunds

- **Final payment** for *History on Foot* is due **one month** after the invoice has been emailed to the group contact.
- If booking **30 days (or fewer) before a tour, the invoice is due in full on the next business day.**
- Once **final payment** is made, there are **no refunds or exchanges.** *History on Foot* tours go rain or shine.

Ticket Mailing and Pickup

- Tickets may be picked up day-of from the Box Office by presenting the confirmation form provided by the Group Sales office after final payment.
- History on Foot tickets are mailed only if requested by the group leader at the time of reservation. An additional \$5.00 fee per mailing will be charged for U.S. Postal Shipping.
- For early pickup please email groups@fords.org at least 48 hours prior to the intended pickup date.

Mainstage Performances

Booking

- Groups of 20-55 may purchase online. Groups of 55+ must submit an online reservation form. The Group Sales office has **up to seven business days** to complete the request. Once the request has been completed, an invoice will be sent to the group contact.
 - If the request cannot be completed, the Group Sales office will email the group contact to try to find a different date and/or time that will work for the group.
- A group may receive one free partial view ticket for every 10 tickets purchased. This offer is based on availability and does not guarantee that the free ticket will be located near the rest of the group's tickets. Offer is not available for tickets to A Christmas Carol.
- Ford's Theatre does not provide complimentary tickets for bus drivers or school chaperones.

Payment, Exchanges and Refunds

- Groups must submit a **non-refundable one-third deposit 30 days** after the acceptance of the contract. If booking a group less than two months before the visit, only a final payment is necessary.
- Groups must submit **final payment and final group numbers 30 days** before the performance date.
 - Any and all changes to orders must be submitted by email or fax to the Group Sales office.
 - Groups who cancel their reservation after the deposit is processed may keep the money from the deposit on account for **ONE full year** for use toward future orders.
 - Once **final payment** is submitted, ALL money (including deposit) is forfeited for future use.
- If booking a group **30 days (or fewer) before the performance**, groups will need to **pay the invoice in full the next business day.**
- Once **final payment** is made, there are **no refunds or exchanges.**

Ticket Mailing and Pickup

- Tickets may be picked up day-of from the Box Office by presenting the confirmation form provided by the Group Sales office after final payment.
- Tickets for A Christmas Carol are available only for day-of pick up at the box office.
- Performance tickets are mailed only upon request and are mailed by two-day FedEx only for an additional \$25.00 fee per order.
- For early pickup please email groups@fords.org at least 48 hours prior to the intended pickup date.

Payment Options

- The Group Sales office accepts all major credit cards and checks as payment. Groups can pay for their reservation by credit card via phone, fax or email.
- If you are adjusting your group numbers, please consult a member of our Group Sales office before submitting payment by check or credit card.
- **Please note: Checks not received by the due date require immediate payment by credit card in order to hold reservations. Upon receiving the check, a refund will be issued to the corresponding card and the office will process the check accordingly**
 - Groups **paying by check should email or fax a copy** of the check to the Group Sales Office before sending payment by mail.

Please mail payments to the following address:

Ford's Theatre

Attn: Group Sales Office

514 Tenth St. N.W.

Washington, D.C. 20004

- All groups that attempt to rebook after being **cancelled due to non-payment must pay for tickets in full by credit card immediately upon reinstating the order.**

The Group Sales office does not assume responsibility for any lost or damaged tickets. Any group who loses its tickets after they have been printed and shipped is subject to a \$5.00 reprint fee per order.