



CHILDREN'S CAST TICKET PERKS & GROUP RATES

TICKET PERKS

- One complimentary ticket per cast member*
- Four tickets at 20% off*
- All cast tickets will be requested through this form

https://docs.google.com/forms/d/e/1FAIpQLSc0g6kL9dl9xl8rpu7sGxRqaJdnX7buRA4B8rLp9m0iQ9ArXQ/viewform?usp=sf_link

Deadline to reserve a complimentary ticket is Monday, December 2. Deadline for adding additional tickets is Monday, December 9. No late requests will be accepted. Any changes to your ticket order must be communicated via email to the box office at boxoffice@louisvilleballet.org. We experience very high call volume during this time of the season. Please email us first and we will reach out to you to finalize any changes.

FAQ

If my child is an LBS student do they still qualify for their LBS ticket perks?

Yes, LBS students still qualify for their comp ticket for being a student. However you cannot combine discounts. Your LBS student cast member qualifies for two complimentary tickets (one as a student and one as a cast member) and four additional tickets at 20%. That is four total tickets at the discounted rate and two comp tickets for LBS students who are in the cast.

If I am volunteering backstage do I get any ticket perks as a parent volunteer?

You do not qualify for any additional perks outside of your perks for your cast member.

I am a MBB student and my child is a cast member. Can we combine our ticket perks?

Yes. You are still entitled to your one ticket at 25% off as an adult student of the LBS.

Can my family call in and use our ticket perks?

This year all requests must be submitted via the form. Whoever fills out the form will have all tickets placed under their name. Please do not have additional family members call in and request to use your child's ticket perks.

The cast list changed and now my child is no longer performing. Can I exchange my tickets for the date that my child is performing?

We understand that casting is always subject to change. The box office is happy to honor a one-time exchange after payment for any illness, injury, or casting changes. For any additional exchanges after one we do reserve the right to charge a per ticket fee for each exchanged ticket. Additional exchanges after the first one will be evaluated on a case-by-case basis. We recommend double-checking all cast lists and performance dates before completing your purchase to avoid the need to exchange.

My child is ill or injured and will no longer be performing at any shows. Can I get a refund for my tickets that I purchased?

We ask that you please contact the box office via email for any situations such as this and a member of our staff will assist you.

GROUP RATES

- Ten or more tickets at 15% off*

Group discounts are also available for 10 or more tickets purchased over the course of several performances. For example, six tickets can be purchased for Dec. 10, two tickets for Dec. 16 & two tickets for Dec. 23 and the order will qualify as a group of 10 tickets. Please note that the complimentary ticket does not count towards the 10 ticket threshold.

If you purchased four tickets already, and determine that you need more tickets, please let us know! We will make sure you receive the group rate if you reach the 10 ticket minimum with the additional purchase.

**Discount & complimentary ticket not available in Section D or Box Seats. Cannot be combined with other discounts. Not valid on previously purchased tickets.*

GROUP TICKET POLICIES

All group orders will be coordinated through the Senior Manager of Sales and Patron Services Melanie Horn. Please do not contact the Box Office for Group Sales. Please fill out the Group Sales request form on our website at <https://www.louisvilleballet.org/search/group+sales/> or email mhorn@louisvilleballet.org

- Group orders can be reserved with 50% down and must be paid in full 2 weeks before your performance. Orders made within 2 weeks of the performance require full payment.
- If tickets are not paid in full by the determined schedule, unpaid seats will be released.
- Tickets are non-refundable, non-exchangeable *

*exceptions may apply, see above regarding acceptable circumstances for exchange

Group Sales FAQ

Why can't my family members call in and pay for their portion of the group order?

This season we have new policies in place for payment security. Our system only allows the processing of one Credit Card per order and it must be a card under the name of the patron placing the order.

Can my family members pay by check for their portion of a group order?

While the Louisville Ballet does accept checks as payment the same payment security policies apply. We recommend having one person coordinate the entire group order and collect all payments personally and then use one check or credit card to complete the purchase with the box office.

Can my group order be spread across multiple performance dates?

We are happy to allow your group order to be spread across multiple dates. All tickets should still be reserved at once when it is possible and must be paid with one payment method.

Please make all complimentary and discounted ticket requests via the Google Form that we share with you.

Group Sales: Melanie Horn 502-583-2623 x 243

The Louisville Ballet Box Office is open Monday - Friday, 10am - 6pm. You can reach us by email (boxoffice@louisvilleballet.org), phone (502-583-2623) or by stopping by in-person.