



## CHILDREN'S CAST TICKET PERKS & GROUP RATES

### TICKET PERKS

- One complimentary ticket per cast member\*
- Four additional tickets at 20% off\*
- All cast tickets will be requested through this form <https://docs.google.com/forms/d/e/1FAIpQLScK0313PMo3OPor7Hw4xdLEOEhQAjadwtgNTiyqTgeq41ETWQ/vie/wform?usp=dialog>

Deadline to reserve a complimentary ticket is Monday, December 1. Deadline for adding additional tickets at 20% off is Monday, December 8. No late requests will be accepted. Please note we experience very high call volume during this time of the season and no ticket changes can be made after the order is processed (unless your child is now performing on a different date).

### 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% off

#### **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.



**Can my seats be moved if I buy more tickets later, so that all tickets are seated together?**

Unfortunately we cannot move/exchange tickets or guarantee that seats will all be together if placing multiple ticket orders.

**GROUP RATES**

- Ten or more tickets at 15% off\*

Group discounts are also available for 10 or more tickets purchased for one performance. Please note that the complimentary ticket does not count towards the 10 ticket threshold.

*\*Discount & complimentary ticket not available in Price Level 1 (AA) or 5 (D). Not valid on previously purchased tickets.*

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**GROUP TICKET POLICIES**

**All group orders will be coordinated through the Louisville Ballet box office. Please fill contact the box office at 502-583-2623 or [boxoffice@louisvilleballet.org](mailto:boxoffice@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?**

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.

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

**The Louisville Ballet Box Office is open Monday - Friday, 10am - 6pm.**

**You can reach us by email ([boxoffice@louisvilleballet.org](mailto:boxoffice@louisvilleballet.org)), phone (502-583-2623) or by stopping by in-person.**