

GROUP SALES POLICIES AND KEY INFORMATION

GENERAL INFORMATION

- A minimum of 10 purchased tickets are required to receive a group discount. Reducing an order to fewer than 10 tickets per performance disqualifies the order from group prices and regular ticket rates apply.
- Group ticket discounts are not offered for mainstage preview night performances or Fridays in the upper section at the New Stage Theatre and back section at Deb Fennell Auditorium.
- When making your group reservation, please estimate numbers carefully. Contact the box office immediately if you have a change in the number of tickets you require.
- One leader is required to be the contact for the duration of the show and remain in the venue to assist the group as needed throughout the entire duration of your visit.
- All group sales require a signed Group Safety Agreement. Failure to sign the agreement will result in any seats being released and the deposit refunded.
- Each theatre requires the use of stairs to access most seating. Accessible seating for patrons with impaired mobility, including patrons using wheelchairs, scooters, walkers, canes, and crutches, is limited at both our venues and tickets are sold on a firstcome, firstserved basis. Please alert the box office of your guests' needs at the time of booking. New seats will not be assigned if patron is unable to occupy the purchased seat.

PAYMENT

- Seat reservations are good for two weeks from the date of booking. The Group Safety Agreement must be signed and returned within two weeks of booking with a \$100 deposit per show. Multiple dates require separate deposits for each show. If the signed agreement and deposit are not received within two weeks of booking, tickets will be released.
- Full payment and final count are due 2 weeks prior to the performance date. Should the total number of tickets drop below 10, all tickets revert to the single ticket price. If full payment is not received 2 weeks prior to the performance, tickets will be released and the deposit will be refunded.
- Group reservations made less than 30 days prior to the performance must be paid in full upon ordering.
- Tickets can be picked up at will call one hour prior to curtain or can be mailed, time permitting.

CANCELLATIONS

Orders cancelled prior to 2 weeks from the performance will receive a full refund. Orders cancelled within 2 weeks of the event will not be refunded. Broadway Rose Theatre Company is committed to not cancelling a performance due to weather.

EXCHANGES

Entire group ticket orders can be exchanged to another performance of the same show up to 30 days prior to the performance, dependent upon availability. After the final payment has been received there are no exchanges.

ATTENDING THE PERFORMANCE

- Groups are encouraged to arrive 30-45 minutes prior to the curtain time. Groups that arrive late are seated at the discretion of the house manager. You might not be seated in your assigned seat until intermission. In some cases, late seating may not be permitted.
- Evening performances begin at 7:30 p.m. and matinee performances begin at 2:00 p.m.
- The lobby opens 90 minutes and seating begins 30 minutes before the performance.
- Group leaders are responsible for the tracking and distribution of tickets prior to entering the theater lobby.
- Performances begin promptly. Late arrival seating and reentry into the theater at any point during the performance is at the discretion of the house manager.
- Cell phone use (including text messaging) is not permitted during the performance.
- Outside food and beverages are not permitted in the theater.
- Children under the age of six are not admitted to mainstage productions. All ages are welcome at summer children's musicals.

GROUP SAFETY REQUIREMENTS

- The following is for groups with mobility needs and is important for the safety of all patrons attending. Failure to comply will result in ineligibility to purchase group tickets for future performances.
- Broadway Rose Theatre staff or volunteers cannot assist groups with mobility needs. For safety reasons, we require these groups to provide one certified attendant for every ten guests in addition to the bus driver for patrons that require assistance navigating ramps, stairs, and/or restrooms. If patrons require restroom assistance, attendants must accompany them.
- Attendants are required to assist the individual group members to their seats, storing and accessing walkers, wheelchairs, scooters, etc., and (if necessary) physically assist individual group members to transfer from a wheelchair to a seat.
- For safety reasons, attendants are required to stay in the theater or lobby during the performance and may not leave the group unattended throughout the performance.

ACCESSIBILITY

- Our theater offers a limited number of assistive listening devices that may be checked out for free at will call.
- Complimentary large print programs are available upon request. Please inquire at the box office.
- Broadway Rose offers one audio described performance per production. For the exact dates, please check online at broadwayrose.org or call the box office at 503.620.5262.
- Occasionally productions may include the use of strobe effects, sudden loud noises such as gunshots, smoke or fog, and other sensory effects. In these cases, sensory guides are available online, at the box office, as well as posted outside the auditorium prior to the performance
- Dogs that are individually trained to do work or perform tasks for people with disabilities are welcome at all Broadway Rose performances. If possible, please let us know at the time of booking so that we may ensure both you and your canine are seated comfortably.

DIRECTIONS AND PARKING

Broadway Rose New Stage:

The theater is about 15 minutes south of downtown Portland. Take I5 south to exit 294, OR99W toward Tigard/Newberg. Stay on 99W/SW Pacific Hwy for two miles. Turn right onto SW Walnut St. Make the next left onto SW Grant Ave. Go to end of block. The New Stage is on your left. Free parking is available in the theater parking lot, with additional parking at C.F. Tigard Elementary School.

Deb Fennell Auditorium:

The Deb Fennell Auditorium at Tigard High School is located at 9000 SW Durham Road, Tigard OR 97224. The theater is about 15 minutes south of downtown Portland. Take I5 south to exit 290 and make a right at the bottom of the ramp. Turn right at the first light onto 72nd Ave. At the second light, turn left onto Durham. Go through three lights. The Deb Fennell Auditorium will be on your left where parking is free.

