



CIRQUE DU SOLEIL

**GROUP TICKET SALES CONTRACT** **ATTN: GROUP SALES DEPT.**

**Group & Contact Information**

**Group Name:** \_\_\_\_\_

Name of Group Contact: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Email for confirmation: \_\_\_\_\_ Fax : \_\_\_\_\_

Hotel group will be staying at: \_\_\_\_\_

**NAME OF PERSON PICKING UP TICKETS:** \_\_\_\_\_

**Performance & Ticket Information – Ticket requests are subject to availability**  
**-Please submit separate forms for each show and date requested-**

**Show :** KA™ Number of Tickets: \_\_\_\_\_ Ticket Price: \_\_\_\_\_ PLUS TAX

1<sup>st</sup> Choice - Date: \_\_\_\_\_ Showtime: \_\_\_\_\_

2<sup>nd</sup> Choice - Date: \_\_\_\_\_ Showtime: \_\_\_\_\_

**Payment Information: If returning by email/PDF credit card information CANNOT be accepted due to PCI Compliance Regulations – please note to 'call for info'. Payment information can be accepted if returning via our secured fax.**

Wire Transfer \_\_\_\_\_ Credit Card Number: \_\_\_\_\_

Credit Card type: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Name as it appears on Credit Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Cardholder's Signature:** \_\_\_\_\_

**- Credit cards will be charged once this form and the Policies & Procedures Agreement have been submitted and ticket availability has been confirmed.**  
**-Once a payment has been submitted, no alternate forms of payment will be accepted.**

Who may we thank for your referral? \_\_\_\_\_

Is your group attending a convention or meeting while in Las Vegas? YES \_\_\_\_\_ NO \_\_\_\_\_

If yes, which convention or meeting? \_\_\_\_\_



CIRQUE DU SOLEIL

## GROUP SALES POLICIES & PROCEDURES AGREEMENT

### Reservation & Payment Policies

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- A group consists of 12 or more tickets. Seat locations are subject to availability at time of reservation. Seats will not be held without payment.
- A one-time Group Fee of \$15.00 is applied to all new orders submitted for groups of 12 or more.
- A service fee of \$8.95 per ticket is automatically added by our internal ticket system to orders submitted for less than 12 tickets.
- All tickets are subject to Live Entertainment Tax (LET) and will be added to each ticket.
- Accepted forms of payment are credit card and wire transfers. Credit cards will be charged upon submission of the Group Ticket Contract.
- Wire transfer payments must be received 5-7 business days from submission of Group Ticket Contract.

Initial: \_\_\_\_\_

### Order Cancellation & Modification Policies

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- Any revisions to a confirmed reservation must be made in writing via fax or email **at least 14 days** prior to the performance date. Modifications will not be accepted via telephone.
- Any request for additional seating must be sent via fax and will be treated as a new booking; additional seating is based on availability and is not guaranteed.
- Any revision to an order that drops the group below the 12 ticket minimum requires the \$8.95 per ticket service fee to be added.
- If a group wishes to return unused tickets for a refund, the tickets must be returned within the following time frame:
  - **100** tickets may be returned at least **60 days** prior to performance date
  - **50 to 99** tickets may be returned at least **30 days** prior to performance date
  - **15 to 49** tickets may be returned at least **21 days** prior to performance date
  - **1 to 14** tickets may be returned at least **14 days** prior to performance date
- If tickets are not returned within this time frame the group will not be eligible for a refund; no returns will be accepted within 14 days of the performance date.
- **Once group tickets are collected the order is considered final.**
- Be advised, refunds may take up to 30 days following the performance date to be processed.
- Upon a show cancellation Cirque du Soleil will offer a ticket refund. However, Cirque du Soleil and MGM Grand will not be held legally responsible for any consequential or incidental damages including transportation and hotel. Customers accept all customary risks associated with live entertainment.

Initial: \_\_\_\_\_

### General Group Sales Policies

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- Guests must be over the age of 5 years to attend the show. No one under the age of 5 years will be permitted into the theatre.
- Appropriate attire is required; No swimwear, no cut-off shorts. Shoes are required.
- The Buyer shall have distributed all tickets to guests in advance of the performance.
- No general admission seating shall be permitted.

- Seating begins one hour prior to each performance; all guests must be in their seats no later than 15 minutes prior or their seat locations will not be guaranteed.
- The use of any recording devices and cameras is strictly prohibited.
- The Buyer shall not in any way, resell or distribute the tickets to any party in exchange for any consideration whatsoever.
- The Buyer shall not use the names, logos and other trademarks of **KÀ™** or any other related corporation of *Cirque du Soleil* for any purpose without prior written approval.
- The Buyer shall not be entitled to carry on any "public" promotion for the distribution of the tickets through any media whatsoever, including, without limitation, print, billboards, posters, internet, television or radio.
- Subject to prior written approval from *Cirque du Soleil*, the Buyer may be permitted to promote the distribution of tickets by any "non-public" means normally used by the Buyer for the promotion of its activities, including private mailing.
- The Buyer shall not be entitled to distribute any gifts or other products on the site of the show, with the exception of *Cirque du Soleil* licensed merchandising products.
- The Buyer agrees not to carry on any commercial or lucrative activity on MGM Grand property.

Initial: \_\_\_\_\_

**Ticket Pick-up Procedures**

- Photo identification and Group Confirmation Form must be presented at the KÀ Ticket Office.
- Tickets will only be released to the authorized person(s) listed on the Group Confirmation Form.
- **Tickets must be picked up no later than 3pm on the day of the performance. Groups of 30 or more must pick up tickets at least 24 hours in advance.**
- **Cirque du Soleil**, MGM Grand and/or MGM Resorts International™ will not be responsible for any lost, stolen or misplaced tickets.
- **KÀ Ticket Office hours are: Monday from 12:00pm – 8:00pm; Tuesday - Saturday from 12:00pm - 10:00pm; Sunday – CLOSED.**

Initial: \_\_\_\_\_

**All Terms Accepted and Agreed:**

Name \_\_\_\_\_ Company \_\_\_\_\_

Group Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Upon completion:**

Please fax all signed copies to: Las Vegas Group Sales at **(702) 352-0235**

**Cirque du Soleil Group Sales Contact Information**

**Las Vegas Group Sales**  
**Phone: (702) 352-0197 or 1 866-353-5625**  
**Fax: (702) 352-0235**  
[lasvegas.sales@cirquedusoleil.com](mailto:lasvegas.sales@cirquedusoleil.com)

**Group Sales Hours**  
**Monday - Friday 9:00 a.m. to 5:00 p.m.**  
**Closed weekends and holidays**

