

MYSTÈRE

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 : Mystère™ Number of Tickets: _____ Ticket Price: _____ PLUS TAX

1st Choice - Date: _____ Showtime: _____

2nd 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. Mystère requires full address and CVV code in bold fields to process orders.

Wire Transfer _____ Credit Card Type: _____

Credit Card Number: _____ **CVV Code:** _____

Expiration Date: _____

Name as it appears on Credit Card: _____

Billing Address: _____

City: _____ **State/Province:** _____ **Zip Code:** _____

Country: _____

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? _____



GROUP SALES POLICIES & PROCEDURES AGREEMENT

Reservation & Payment Policies

- 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

- 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 Treasure Island 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

- All guests 12 months and older are required to have a ticket for entry 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 30 minutes 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 **Mystère™** 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 Treasure Island property.

Initial: _____

Ticket Pick-up Procedures

- Photo identification and Group Confirmation Form must be presented at the *Mystère* 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 4 pm the day of the performance. Groups of 30 or more must pick up tickets at least 24 hours in advance.**
- *Cirque du Soleil* and Treasure Island will not be responsible for any lost, stolen or misplaced tickets.
- **Mystère Ticket Office hours are: Saturday through Wednesday 10:00am-10:00pm, Thursday & Friday 10:00am-6:00pm.**

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

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