

CIRQUE DU SOLEIL.



Groups Sales FAQ

How many shows does Cirque du Soleil® have in Las Vegas?

Cirque du Soleil has 7 permanent resident shows performing on the world famous Las Vegas Strip. Each performance is approximately 90 minutes with no intermission.

- The exhilarating and high-energy **Mystère™ at Treasure Island**
- The lavish and surreal “**O™ at Bellagio**
- The provocative and daring **Zumanity™, The Sensual Side of Cirque du Soleil™ at New York-New York Hotel & Casino.**
- The epic and gravity-defying **KÀ™ at MGM Grand**
- The intimate and powerful **The Beatles™ LOVE™ by Cirque du Soleil® at The Mirage**
- A haunting exploration **CRISS ANGEL® Believe™ from Cirque du Soleil® exclusively at Luxor Las Vegas**
- A harmonious fusion of dance, acrobatics and live music, **Viva ELVIS™ by Cirque du Soleil® at ARIA Resort & Casino in Las Vegas** is a tribute to the life and music of Elvis Presley

What if I don't know which show my group should attend?

Cirque du Soleil will be happy to work with you and help you decide which show would be most appropriate for your group.

What constitutes a group order?

A group is 12 or more tickets purchased with one payment for a single performance.

Is there an advantage to placing my group order early?

Tickets become available for purchase four (4) months in advance and our shows reach maximum capacity as each performance date draws near; early booking ensures your group the best available seating within the theatre(s). Discounts are offered to groups booking in advance; please contact our office for complete details regarding your selected show(s).

Will I automatically get the best seats for my group?

Each of the 7 Cirque du Soleil shows offers tickets at various price categories. Cirque du Soleil will always reserve the best seats available at that time within your preferred price category. We suggest booking as early as possible to ensure the best seating availability.

Can children attend the show?

Age restrictions vary by show. There are no age restrictions at *Mystère*. Children must be at least 5 years or older to attend “O”, KÀ, LOVE, CRISS ANGEL Believe and Viva ELVIS. *Zumanity* is restricted to adults 18+. Please inform us if you have children in your party. Children's pricing is available at selected shows.

Do you accommodate those with special needs?

Yes, special needs seating is available at each theatre – please notify *Cirque du Soleil* prior to placing your order if you require access to special needs seating areas.

How do I submit a group ticket order?

1. Complete the Group Ticket Sales Contract.
2. Submit your Group Ticket Sales Contract and signed Policies & Procedures Agreement via fax (702.352.0235) directly to the Account Executive assigned to your booking.
3. Provide payment via credit card or wire transfer.
4. *Cirque du Soleil* reserves the best seats in your selected category and sends you a detailed confirmation that includes exact seat locations, pick-up instructions and ticket office hours.

Once I have submitted my order how long does it take to process?

Generally, group processing takes a minimum of two (2) days after payment has been processed. **Please note this does not include weekends and holidays as our office is closed.

How can I pay for my Group?

Accepted forms of payment include Credit Card or Wire Transfers; All payable in US dollars. Personal Checks and Cash cannot be accepted for group orders.

Is a deposit required?

No deposit is required. Full payment is required upon submission of your group contract.

Are there any taxes added to the ticket price?

YES, there is a 10% live entertainment tax (LET) added to the cost of each ticket.

Are there any services fees?

A service fee of \$8.00 per ticket is automatically added by our internal ticket system to orders that fall below the 12 guest minimum. Therefore, any revision to an order that drops the group below 12 tickets will accrue the \$8.00 per ticket service fee.

After my tickets are paid for and confirmed, can I return tickets if I need to?

Cirque du Soleil understands that when organizing a group event changes can happen. Therefore, our policy allows you to return tickets within specified timeframes and may depend on the number of tickets to be returned. Please refer to the Group Sales Policies & Procedures Agreement. Group orders are considered final upon ticket printing. Returns will not be accepted and refunds will not be issued for any printed ticket that will not be used.

How do I make revisions to an existing order?

Any revisions must be requested in writing by responding directly to the confirmation email sent by *Cirque du Soleil*. Please note that additions to your original group order are subject to seating availability and are not guaranteed to be adjacent to your original booking. Group orders are considered final upon ticket printing.

Once my order is confirmed, how do I get the tickets?

Group tickets are only available for pick-up at the performing show's Ticket Office. Ticket collection instructions are specified within the group ticket confirmation document.

Does *Cirque du Soleil* offer any pre show receptions or dinners?

Sometimes your group wants more than just the show. We can assist you in arranging a variety of experiences for your group. Whether it is a pre or post show dinner at some of the finest restaurants, a gathering at exclusive locations such as the KÀ or *Zumanity* theatre foyers or an ultra lounge or night club, we will work with you and the premiere resorts in Las Vegas to make your function as memorable as the show.

Does Cirque du Soleil offer related show merchandise?

One option is to send your guests home with a souvenir from the show; perhaps a show program or a CD of the music from the show would be the perfect souvenir from an exciting evening. Cirque du Soleil has a complete line of show merchandise. We can assist you in creating custom goodie bags and gifts for your guests.

Can I use Cirque du Soleil logos and graphics for invitations or flyers?

Yes, once a group order is confirmed you may request official show logos/visuals. A Graphic Release Contract will be drafted and must be submitted for approval by our Marketing Department; Cirque du Soleil logos/visual graphics will be provided upon approval. Please contact your Account Executive for detailed information.

Cirque du Soleil Sales & Services Team

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Group Sales Hours

9:00 a.m. to 5:00 p.m. Pacific Standard Time
Monday through Friday - Closed weekends and holidays

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