



THE  
**SHELDON**  
Arts Without Borders

# TICKET RESERVATION & PAYMENT POLICIES 23-24

## Payments

**All payments due four weeks prior to the day of the performance.** Acceptable payment methods include credit card, personal or business check. To pay online with a credit card, use the link sent with your invoice. All payments sent via mail must include a copy of the invoice. Checks should be made payable to The Sheldon and can be sent to the following address:

The Sheldon  
c/o Education Box Office  
3648 Washington Blvd  
St. Louis, MO 63108

Please note that on the payment due date, four weeks prior to the day of the performance, the number of seats included in the ticket order is final, as is the amount due on the invoice. The cost for seats unused on the day of the performance due to individual student or adult absence or transfer cannot be refunded or subtracted from the total balance due after the payment due date (as shown on the invoice). See also Refunds.

*Note: If a new student joins your group after the payment due date or if additional chaperone(s) would like to attend, please contact us as soon as possible at [educationboxoffice@thesheldon.org](mailto:educationboxoffice@thesheldon.org). A seat may be added to the reservation based on availability. Payment for the additional seat will be due at the time it is ordered.*

## Adjusting a ticket order

Adjustments to group size can be made up to the payment due date, four weeks prior to the performance. Please call 314-533-9900 and ask for Guest Services Manager Bridget Biundo if you need to increase or decrease tickets to your order. If there is no availability, additional seats may be placed on the waitlist.

## Last-minute ticket orders

Payment deadlines for ticket orders made between four weeks and one week prior to the performance will be due upon receipt of invoice. If it is less than one week prior to the performance, please call 314-533-9900 ask for Guest Services Manager Bridget Biundo to ensure your group can be accommodated and to make payment arrangements.

## Cancellations

**Cancellation of tickets must be submitted in writing no later than six weeks prior to the performance. Any cancellation after this deadline will be subject to a cancellation fee equal to 25% of the total for the group order. See Refunds, for policies on refund-eligible and refund-ineligible cancellations.**

The Sheldon reserves the right to cancel unpaid orders after the payment due date. In the event that an order is cancelled, the group will be notified and the cancellation fee outlined above will be due. Schools with a history of cancellation may be subject to deposit upon registration.

If a school does not show up for a performance and fails to notify The Sheldon at [educationboxoffice@thesheldon.org](mailto:educationboxoffice@thesheldon.org) prior to the performance, the group will be held responsible for the full dollar amount shown on the invoice as the seats were reserved and no notice of cancellation was given.

*Note: If a school employee places an order on the school's behalf during employment, the school will still be held responsible for the total cost of the tickets should they go unused. This includes, but is not limited to, cases where the employee is no longer working at the school, does not communicate the ticket order or performance details with necessary school officials/administrators, does not get transportation reserved, or does not cancel within the 6-week deadline prior to the show.*

## **Refunds**

**Once a group order is paid, a refund will not be issued for seats unused due to scheduling conflicts, individual student or adult absence or transfer, or for dislike of a performance.**

In the event your group is no longer able to attend due to an illness outbreak, we have a variety of flexible options available to you including exchanges and refunds. Please contact us prior to the performance and our team will gladly walk you through your options.

See also Inclement Weather.

## **Inclement Weather**

If your school is officially closed or delayed on the day of the performance, you may exchange your tickets for another school performance within the same season. An official request for an exchange must be made by the reservation contact on the first day that the school is back in session by emailing [educationboxoffice@thesheldon.org](mailto:educationboxoffice@thesheldon.org). If your group is unable to be accommodated at an appropriate school performance within the same season, a refund will be issued.

*Note: If the school district in which a home school group is located is closed or delayed due to inclement weather on the performance day, the group is entitled to the same exchange or refund options described above.*

In the rare circumstance that we must cancel a school performance due to inclement weather or other reason, all groups will have the option to exchange for another school performance within the same season or receive a refund.