



## **Groups Sales FAQ**

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### **La Nouba™ by Cirque du Soleil®**

*La Nouba* transforms the ordinary into the extraordinary and stimulates the imagination from beginning to end with daring acrobatics, dazzling choreography, vibrant music and whimsical characters only in Downtown Disney™ Westside at *Walt Disney World*® Resort in Orlando, Florida.

### **What constitutes a group order?**

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

### **Is there an advantage to placing my group order early?**

Group orders booked more than 120 days in advance of the performance date will receive a 15% discount. Orders booked more than 30 days in advance will receive a 10% discount. Discounts are applicable to category 1 and 2 seating.

### **Will I automatically get the best seats for my group?**

*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?**

There are no age restrictions at *La Nouba*. Please inform us if you have children in your party. Children's pricing is available at *La Nouba*.

### **Do you accommodate those with special needs?**

Yes, special needs seating is available at *La Nouba* – 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. Submit your choice of show, date, time, seating category and ticket quantity on the Group Ticket Sales Contract.
2. Via fax (702.352.0235), submit your Group Ticket Sales Contract and a signed Policies & Procedures Agreement for the show your group would like to attend. *Cirque du Soleil* reserves the best seats available.
3. Provide payment via credit card or company check.
4. *Cirque du Soleil* sends you a detailed confirmation including 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 3 to 5 business days after payment has been processed.

### **How can I pay for my Group?**

Accepted forms of payment include credit cards and company checks; All payable in US dollars. Cashiers checks, certified checks, 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. Company checks are due within 5-7 days and credit cards will be charged upon submission of the Group Contract.

**Are there any taxes added to the ticket price?**

YES, there is a 6.5% sales tax added to the cost of each ticket.

**Do you accept tax exempt certificates?**

Tax exempt certificates and valid photo ID must be submitted in conjunction with the group sales contract to be considered.

**Are there any service fees?**

A service fee of \$5.00 per ticket is automatically added by our internal ticket system to orders submitted for less than 12 tickets. Therefore, any revision to an order that drops the group below the 12 ticket minimum requires the \$5.00 per ticket service fee to be added.

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

All group orders are considered final. We are unable to accommodate any requests for refunds or exchanges.

**How do I make revisions to an existing order?**

Pick up names and collection time requests must be received no later than 7 days prior the performance in writing via fax or email. Any request for additional seating is based on availability.

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

Group Tickets are only available for pick-up at the *La Nouba* Box Office located at Downtown Disney and must be picked up by 4pm on the day of the performance.

**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 pre or post show experiences for your group. We will work with you and the premiere venues located within Downtown Disney to make this function as memorable as *La Nouba*.

**Does *Cirque du Soleil* offer related show merchandise?**

One option is to send your guests home with a souvenir from *La Nouba*. May we suggest adding a *La Nouba* program or CD? *Cirque du Soleil* has a complete line of show merchandise. We can assist you in 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 our Group coordinator for more information.

***Cirque du Soleil* Sales & Services**

**Pamela Devine / Mychael Powell / Aaron Hinterleitner / Serena Villamor**

**Group Sales Hours**

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

**(702) 352-0197 Direct or 1 866-353-5625  
(702) 352-0235 Fax  
[orlando.sales@cirquedusoleil.com](mailto:orlando.sales@cirquedusoleil.com)**

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