



MICE & CORPORATE SALES FAQ

What is ZAIA about?

ZAIA is the dream of a young girl who journeys into space on a strange, yet familiar voyage of self-discovery. As she travels, she encounters the beauty of humanity and eventually brings it back with her to share with the inhabitants of earth.

ZAIA presents a young girl's perception of the stars and planets, space and infinity, all populated by a panoply of fantastic, literally out-of-this-world creatures. The title, ZAIA, comes from a Greek name meaning "life" and is also reminiscent of "Gaia," the living, self-aware, spirit of earth.

ZAIA is a show that highlights dance, movement and aerial acrobatics, soaring to the farthest reaches of space and human beauty.

Where is ZAIA located?

ZAIA is located across from Café Deco within the Venetian Macao Resort Hotel Estrada da Baía de N. Senhora da Esperança, s/n, The Cotai Strip™, Taipa, Macao SAR, P.R. China

What constitutes a Corporate or Group order?

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

Is there an advantage to placing my group order early?

Group orders booked more than 90 days in advance of the performance date will receive the best seats available and the maximum discount available at the time of the booking.

Will I automatically get the best seats for my group?

Cirque du Soleil will always reserve the best seats available at the time of purchase within your preferred seating category (VIP, A, B or C Reserve). We suggest booking as early as possible to ensure the best seating availability.

Can children attend the show?

Children must be at least 2 years or older to attend ZAIA. Please inform us if you have children in your party as children's pricing is available at ZAIA. Children's prices are available for children 2-11 (under 12) year of age.

Do you accommodate those with special needs?

Yes, special needs seating is available at ZAIA – 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 Corporate & Group Reservation Form.
2. Send your completed Corporate & Group Reservation (preferably by scanned email) to: asia.sales@cirquedusoleil.com.
3. Cirque du Soleil reserves the best seats available.
4. Provide payment via cash, credit card, company check or wire transfer.
5. Cirque du Soleil sends you a detailed confirmation including exact seat locations, pick-up instructions and box office hours of operation.

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

Generally, we are able to provide you with exact seat locations within 24 to 72 hours.

How can I pay for my Group?

Accepted forms of payment include cash (in person), credit cards, company checks & wire transfers; All payable in MOP Currency.

Is a deposit required?

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

Are there any taxes added to the ticket price?

No, the 10% stamp duty is included in the price of the ticket.

Are there any services fees?

No service fees are added.

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 that changes can happen. Therefore, our ticketing conditions of sale allow you to return tickets within specified timeframes depending on the number of tickets to be returned. Please refer to the Reservation and Payment section of the Corporate & Group booking form for details.

How do I make revisions to an existing order?

Any request for additional seating is based on availability. Any revisions must be requested in writing by responding directly to the confirmation email sent by Cirque du Soleil. Once group tickets are collected any further requests for revisions must be completed at the ticket counter at the discretion of Ticket Office Management. Group orders are considered final upon printing.

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

Group Tickets are only available for pick-up at the Box Office located at the ZAIA Theater within the Venetian Macao Resort Hotel. The ZAIA box office is open on performance days from 10:00 to 22:00. On dark days, (no performance on that day) the ZAIA box office is open from 10:00 to 18:00.



Can my tickets be shipped?

Shipping is optional. Your shipping request and payment must be received upon submission of your Group Sales Policy and Contract. Payment will be automatically added to your group ticket final cost. Group tickets will be shipped via DHL only for an \$80 fee to Hong Kong and \$60 fee to Macau. Please allow 5-7 business days for delivery. No deliveries to P.O. Boxes.

What time do I allow when before arriving at ZAIA for the performance?

- 30 minutes prior to the scheduled performance, ZAIA theater opens for entry to ticketed guests
- 15 minutes prior to the scheduled performance time guests are seated for pre show animation
- ZAIA begins exactly at the scheduled performance time
- Late arrival may result in non-admittance until a suitable break in the performance.

Is there a cloak room/coat check to leave parcels, umbrellas, etc?

Yes, a cloak room/coat check is available for ZAIA guest use located under the large escalators across from McSorelys and Blue Frog. Please allow time to check items if necessary.

Does ZAIA 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 the Venetian Macao Resort Hotel to make your event as memorable as ZAIA.

Does ZAIA offer related show merchandise?

Send your guests home with a souvenir from ZAIA. May we suggest adding a ZAIA souvenir program? Cirque du Soleil has a complete line of show merchandise. Items to suit any budget are available online at www.cirquedusoleil.com or at the ZAIA Boutique store located at ZAIA Theater at the Venetian Macao Resort Hotel.

Can I use ZAIA logos and graphics for custom invitations?

Once a group order is confirmed you may request official show logos/visuals. Cirque du Soleil logos/visuals/graphics will be provided upon approval. Please contact our Group Coordinator for more information.

Corporate & Group Sales

asia.sales@cirquedusoleil.com

Macau Phone (853) 8983 2571

Macau Fax (853) 2822 9965

9 :00 to 17 :00 Monday thru Friday, closed weekends and holidays

We would like to secure priority seats for you so please don't delay in making reservations now. Working together we'll make your event an unforgettable experience!