



Orlando Philharmonic Orchestra Group Sales FAQs

What constitutes a Group?

We have three group designations: 1) **Standard Group** is defined as 10 or more people attending the same performance. 2) **Large Group** is defined as 100 or more people attending the same performance. 3) **Student Group** is defined as 10 or more students attending the same performance.

What are the benefits of booking a Standard Group?

Our Standard Group discount is 10% off of our regular Adult price. If there are more than 20 and fewer than 100 in your group, you are also eligible to receive a certain number of complimentary tickets along with your paid tickets. Attending as a group is a great way to celebrate a special occasion, family reunions, employee recognition gifts or just a night out with friends.

What are the benefits of booking a Large Group?

Large Groups receive a 50% discount on all tickets in select price levels. This is a great option for large church groups, client groups or to distribute as employee gifts.

What are the benefits of booking a Student Group?

We are happy to offer a 50% discount to student groups in select price levels. In addition, educational opportunities for your student group (such as meeting the conductor and/or guest artists) may be arranged through our Director of Education. Ask our Group Sales Manager for details.

How do I book a group?

Visit the Group Sales page of our website and follow the link to fill out and submit a Group Sales Request Form. After your form is submitted, our Group Sales Manager will contact you. Of course, you may also book over the phone with our Group Sales Manager at 407.770.0071, Monday-Friday, 10 am – 4 pm.

Will I get good seats? For group reservations placed prior to August 29, 2017 your group will receive seat assignments after our subscribers, but before tickets are on sale to the general public (except for Sounds of Summer concerts). Your seats are reserved as far forward and as close to the center as possible in your chosen price level. Any special requests, such as accessible seating, should be mentioned on the Reservation form or when you speak with the Group Sales Manager.

What fees do you charge?

All associated fees are included in your ticket price. There are no additional fees.

Do you offer complimentary tickets?

If you purchase between 20 and 99 Standard Group tickets for a single performance, one complimentary ticket will be included for every 20 tickets (i.e. purchase 40 tickets, receive 42 tickets). There are no complimentary tickets included for Large Groups or Student Groups.

What are the methods of delivery for tickets?

We have three options for delivery: 1) USPS standard mail, 2) Pick up at our offices, 3) Will Call.

What is the cost for each delivery option?

As long as you select one of the three delivery options above, there is no additional cost. If you prefer another delivery method, please discuss this with our Group Sales Manager and you will be informed of any additional cost.

When will our Group receive the tickets?

Tickets are printed only after the final payment is made and the order is complete. Our Group Sales Manager will be responsible for mailing the tickets to your group leader (if Option 1 is selected above), who is responsible for distributing tickets to individuals.

What methods of payment do you accept?

We accept: Visa, MasterCard, Discover, American Express, and Checks made payable to the "Orlando Philharmonic Orchestra." When mailing checks please send to: The Orlando Philharmonic Orchestra Box Office, 425 N. Bumby Avenue, Orlando, FL 32803. You may also make payments in person at this address.

Can a Group make individual payments?

Your group leader is responsible for collecting all payments for the order. We require a 50% deposit at the time the reservation is made with final payment due at least 2 weeks before the concert. Both the deposit and final payments should be made with one check or one credit card.

Can a group add/subtract tickets after the reservation is made?

You may purchase additional tickets up to the day of the concert, subject to availability. Seats added after the initial order may not be with the group. It is better to reserve more seats than you think you will need if you think there's a chance you may want to add more at a later date. Seats may be subtracted before the final payment is made as long as your total number stays above the minimum requirement for your group type. However, once the final payment is made, you may not subtract seats from your order.

What terms and conditions must be agreed to in order to make a group reservation?

A 50% deposit must be received at the time your reservation is made. No seats will be reserved without this deposit. Ticket prices are quoted based on the availability at the time your reservation is made. Final payment is due at least two weeks prior to the performance. No refunds for full or partial payments except in the event that we must cancel a performance. If we have not received your final payment prior to the two week deadline, we will attempt to contact you by phone and/or email at the information provided at the time your reservation was made. If we are not able to contact you within 2 business days after your deadline, we will cancel your reservation and you will forfeit your deposit.

What if a performance is cancelled?

In the rare occurrence that we must cancel a performance, you will be given the option of switching to another performance (subject to availability) or being issued a refund.

What if a member of my Group loses their ticket?

We strongly recommend that your group leader keep a detailed list of seating assignments within your group. In the case of a lost or stolen ticket, knowing the seat assignment is the only way we are able to replace the missing ticket(s). Replacement tickets will be held at Will Call for pick up at the performance.

Where do we park?

Parking information will be sent with your tickets, or via email if your tickets are being held at Will Call. It is up to your group leader to make sure everyone receives parking information. If your group is coming by bus, please let our Group Sales Manager know in advance so that we may coordinate with the parking attendants.

Who do we contact to book our Group?

The Orlando Philharmonic's Group Sales Manager is Suzanne Costner. You may reach Suzanne by phone (407.770.0071) or by email (groups@orlandophil.org), 10 am to 4 pm Monday through Friday. Suzanne will be happy to assist you to arrange a memorable experience at the Philharmonic with your group.