

# Reservations Policy

## Guyer Opera House

P.O. Box 117

110 W. Main Street

Lewisville, Indiana 47352

(765) 987-7124

<http://www.guyerooperahouse.net>

**Effective January 19, 2004**

In order to facilitate more efficient ticketing and to seat our guests in the best possible seats, the following guidelines have been placed:

### RESERVING SEATS

Reservations may be made by calling the box office at 987-7124 and leaving a message or by placing a reservation online at [www.guyerooperahouse.net](http://www.guyerooperahouse.net)

### CONFIRMATION

Confirmation will be given by phone or email.

### GUARANTEED SEATS

Guaranteed seats are paid reservations that are given priority over non-guaranteed seats. They may be obtained by going to the website and requesting them. No guaranteed seats will be accepted over the phone, but information on how they can be obtained will be provided in the confirmation phone call. Payment of guaranteed seats will take place **ONLY** through PayPal (accepting all major credit cards) on the Internet or by cast/crew members who bring their payment to a person assigned by the director at rehearsal.

- Due to delay of US mail, payment of guaranteed seats will **NOT** be accepted through mail.
- A **SERVICE CHARGE** of \$ .30 (initial fee) + \$ .25 per seat will be charged for guaranteed seats made through PayPal.
- **Parties with non-guaranteed reservations must arrive at the doors no later than 15 MINUTES before show time or their seats will be turned over to walk-ins. GUARANTEED SEATS WILL BE OVERTURNED AT SHOWTIME.**
- However, **PARTIES MAY CALL THE BOX OFFICE** if they are running late but are still planning to attend.

### NO-SHOWS, REFUNDS

Guaranteed no-shows are refundable. Cancelled reservations that are guaranteed will only be refunded on days before the show. The service charge (for using PayPal) is non-refundable. A refund check for a guaranteed seat through PayPal will be issued through the mail.