

# FAQ FOR GROUPS



## **Q) What are your group ticket prices?**

**A)** Groups save between \$10 and \$20 off the regular single ticket price when they choose a scheduled Tuesday or Friday performance. There are no group discounts for Saturday nights or Sunday Matinees.

## **Q) I'd love to organize a group. Can you help me with any ideas for promoting San Diego Opera to my friends/organization?**

**A)** We'd love to. San Diego Opera is happy to provide you with photos and information about operas to help you spread the word. We're full of great ideas and group promotion is part of our service.

## **Q) Are group discounts available for all performances at San Diego Opera?**

**A)** Unfortunately, no. We welcome groups to all our performances but only offer the discounted group rate for our Tuesday and Friday performances. San Diego Opera does waive the \$7.50 handling fee for all group transactions, regardless of performance date.

## **Q) How many people do you need to qualify for a group rate?**

**A)** For a traditional group, you need at least 10 to qualify for a group rate. For a *participate* group, there is no minimum to qualify.

## **Q) What is your cancellation policy?**

**A)** If a group cancellation occurs, San Diego Opera retains the deposit used to secure the seats. There will be no refunds or cancellations less than 30 days before the scheduled performance.

## **Q) What is your group exchange policy?**

**A)** If the entire group needs to exchange their scheduled performance into a non-discounted day (Saturday or Sunday), we may be able to do an exchange based on availability. However, the group will be responsible for paying the difference between the discounted rate and the regular price.

## **Q) Where can I learn more about San Diego Opera's 2013 season?**

**A)** We have several resources available for you to learn about each opera in our season. Below find the most popular. If you do not have access to a computer, just give us a call.

[www.sdopera.com](http://www.sdopera.com)

<http://www.sdopera.com/Operas>

<http://www.sdopera.com/Company/Education/Media>

<http://www.sdopera.com/Company/Education/AdultPrograms/>

<http://www.sdopera.com/Company/Education/SuggestedRecordings>

**Q) I've received an invitation email and am trying to purchase my tickets online but the website doesn't work. Can you help?**

**A)** Absolutely. We strive to make purchasing tickets as easy as possible, but understand sometimes issues can arise. Please call Vanessa at (619) 533-7047. The solution depends on the problem and we are happy to help.

**Q) Can you recommend a good place to dine? Or stay? And how do I get to San Diego Opera?**

**A)** The answers to all these questions can be found on our website and some of our hotel and restaurant partners even have special rates. Visit [sdopera.com/experience](http://www.sdopera.com/experience) for more information. No computer? Just give us a call and we can definitely help you find exactly what you are looking for.

RESTAURANTS – <http://www.sdopera.com/Experience/Restaurants>

HOTELS – <http://www.sdopera.com/Experience/Hotels>

DIRECTIONS AND PARKING - <http://www.sdopera.com/Experience/Directions>

For any other questions, please feel free to contact our group sales team at any time. We're happy to help!

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Vanessa Dinning, *participate* Groups:

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