

## *Dead Sea Scrolls*

www.sdscrolls.org

### Group Sales Policies and Procedures

- A Group Sales Contract will be issued for each group purchasing tickets to the *Dead Sea Scrolls* exhibition and will be issued when the initial booking is made.
- **Please note: the number of tickets guaranteed on the signed group sales contract is the number of tickets the group is agreeing to purchase.**
- When booking a group, a **\$200 non-refundable booking fee** is due at the time of booking.
  - A \$100 fee for each additional service (lunch reservations and lecture series) will be added.
  - A separate booking fee will be required for each date you book.
  - A two-week leeway for payments by check will be allowed.
- **Final payment is due 2 months (60 days) prior to the event date.**
- For groups booked after the exhibition opening of June 29, 2007, we will require payment in full.
- The contract will highlight:
  - Date and time of tickets (timed in 15-minute intervals), number of tickets, ticket price, payment schedule and payments received, ticket delivery method (mail, pick up, or will-call), and any special notes. Should you have any questions about the information, please contact the Group Sales Department.
- **The contract must be signed and returned to the Group Sales Department** in order to continue to hold your tickets. If the signed contract is not returned **within two weeks** of the date of issue, the Museum reserves the right to release any unpaid-for tickets held for that group.
- **There are no refunds.**
- **Exchange Policy:** The Museum understands that when planning this far in advance an exchange for your group might be necessary. Exchanges for your entire group are not guaranteed, but will be handled on a case-by-case basis, based on availability. An individual exchange for an individual member of your group may also be allowed on a case-by-case basis—but an upgrade from group pricing to full-ticket pricing will apply without exception.
- The addition of tickets is based on availability. We will do our best to make sure the additional members of your group have an entry time that is as close as possible to the original reservation.
- **Please allow ample time to arrive in Balboa Park for parking and traveling to the Museum before your assigned entry time.** Especially during the summer months, Balboa Park can be very crowded.
- Should you miss your ticketed entry time, you will be put on stand-by for the *next available* entry.
- The San Diego Natural History Museum accepts debit cards and checks as the preferred form of payment. All major credit cards will also be accepted. Please note there will be a \$25 returned-check fee on all returned checks.
- *For group sales only*, tickets can be re-printed if lost or stolen for a **\$2.50 reprint fee per ticket**.
  - Only the reprinted ticket will be honored for entry. Should the original lost or stolen ticket be presented, the ticket-holder will not be granted entry to the exhibition.
  - In the event of lost or stolen tickets, please notify the Group Sales Department as soon as possible.

**Should you have any questions, please contact the Dead Sea Scrolls Group Sales Office  
at the San Diego Natural History Museum at 800.290.4616.**