

## **Group Leader Information Sheet**

Welcome to the Plymouth Playhouse! We are thrilled to have you and your group with us. Here is some helpful information to facilitate your visit.

### **To Reserve Your Tickets:**

#### **Contact the Group Sales Office**

Call (763) 383-1073 during our regular business hours: Monday- Friday from 9:00am to 5:00pm You can speak with either Dorian or Laura.

You may also email us questions if you prefer!

[groupdc@plymouthplayhouse.com](mailto:groupdc@plymouthplayhouse.com) or [grouplw@plymouthplayhouse.com](mailto:grouplw@plymouthplayhouse.com)

#### **Choose an Event Date**

We'll help you find a date that works for you & your group.

#### **Estimate how Many Tickets to Reserve**

You will be able to adjust your number of tickets as needed up to 3 weeks before your performance date. Groups of 10-29 receive a \$5 per ticket discount. Groups of 30+ receive a \$6 per ticket discount.

#### **Choose your Seats**

All seating is assigned. Please alert us to any accessibility needs as soon as possible. The Plymouth Playhouse only seats 211 audience members, so there isn't a bad seat in the house!

#### **Think about Lunch**

Many groups take advantage of the \$15.99 per person Catered Buffet available to groups of 20 or more, while smaller groups often times choose to eat in the Green Mill Restaurant or other nearby restaurants.

#### **Confirm your Information**

Let us know where you'd like your contract sent, either by email or snail mail & give us the official name of your group so we know who to welcome on the day of your event!

#### **Market your Event**

Advertise your event on bulletin boards, newsletters, and by email.

We have photos, logos, and great copy for you to use.

Find all this and more on our resources page.

## **After You Have Made Your Reservation:**

### **Receive your Contract**

When you reserve your tickets, we will send you a contract detailing your due dates, original number of tickets, and initial balance. Please review the information carefully and ask any questions you have before you sign.

### **Sign & Return your Contract**

Return Signed contract with \$100 Deposit. You either send us a digital copy, or a hard copy as long as you have signed it. Likewise, you can pay your deposit with a check in the mail, or by credit card over the phone. Make sure to keep a copy of the contract for your records.

\*The \$100 deposit can be refunded up to 4 weeks before your event date.

### **Final Count – 3 Weeks**

Report your final count to the Group Sales office. Either call us on your final count date, or we'll call you. (You may also email us your final count, of course!) After you deliver your final count, we will release any extra tickets or add tickets as availability allows. You may always add tickets as more people sign up!

### **Final Payment – 2 Weeks**

Make your final payment 2 weeks in advance of your performance date. Once your final payment has been received, we will process your entire order. Please let us know if you would like to pick up your tickets or if you'd like them mailed out to you. We can only mail tickets if final payment is received by the final payment date. Payment must be either on One Check or One Credit Card.

### **Final Sale Policy**

- There are no refunds.
- In case of inclement weather, we can reschedule your tickets to a different day.

## **The Day of your Visit:**

Please be sure your driver has reviewed the bus & coach info sheet. We are located inside the Ramada Plymouth Hotel and Conference Center (formerly the Best Western)

### **Upon your Arrival**

Pull your Bus, Coach, or Van under the canopy to unload at the entrance of the main hotel lobby.

### **Check in At the Box Office**

The Box Office is located to your right upon entering the hotel lobby. If you do not already have your tickets, just ask for the tickets under your name or the name of your group.

### **Finding your Way Around the Building**

Restrooms on the main floor are located in the hallway adjacent to the Green Mill Restaurant. A single stall handicap accessible restroom is located just past the hotel registration desk. There are additional restrooms in the theater lobby. The Plymouth Playhouse is located in the basement of the Ramada Plymouth. An elevator is available for those who would prefer to use the stairs. Our Box Office staff will be happy to give you directions upon your arrival.

### **\*Dining Options with the Green Mill\***

*If you have signed up with the Green Mill Banquet Service:*

Seating for the Buffet will take place approximately 1.5 hours before showtime.

Your server will make announcements after your group is seated and direct tables to the buffet table. At the end of your meal your server will bring a bill to the Group Leader (that's you!)

*If you have made reservations at the Green Mill Restaurant:*

The Restaurant opens at 11:00am, which is when we suggest you make your reservations for a weekday Matinee if ordering off the menu. Please give your group 2 hours before the show to allow plenty of time to enjoy your dining experience. If possible, please pay the tab for your order on a single credit card.

### **Entering the Theater Space**

Doors to the theater open approximately 30 minutes prior to showtime. If you are not having a meal in the building, this is a great time to arrive!

Please make sure everyone has a *ticket in hand* before they enter the theater.

Please remember to turn off all cell phones.

## **Notes on Accessibility**

- Hearing assisted devices are available upon request at our Concessions stand inside the theater lobby.
- An Elevator is available for anyone who would need it. The Elevator is located past the registration desk and through the double doors. The hotel lobby is on Floor 2. Go to Floor 1 for theater access.
- For everyone's safety, we ask that all walkers be left just inside the theater lobby. The lobby is attended to at all times.
- If anyone in your group is visually impaired you may request an audio described performance. We do at least one described performance per show upon request of our patrons.