



Maryland-National Capital Park & Planning Commission (M-NCPPC)
Department of Parks and Recreation, Prince George's County
5445 Landover Road, Cheverly, MD 20784
301-277-1710 or publickplayhouse@pgparks.com

2024-2025 GROUP SALES POLICY*

- Please do not assume your reservation is secure until you receive a confirmation email and/or invoice from us.
- Failure to make payment by the due date may result in your tickets being released.
- **Cancelations must be made in writing by the Cancel By Date on your invoice.** After that point, there is a no refund/no exchange policy on all tickets, and you will still be obligated to pay for your tickets.
- Please be as accurate as possible when making your reservation. Pending availability, **you can adjust your numbers as needed up until your Payment Due Date; however, your reservation cannot drop below 20 tickets.** No changes can be made after that time, and you will be responsible for the full payment that is due.
 - *Note: extra tickets cannot be resold to the Box Office or on M-NCPPC property at any time*
- **Payment is due by the Payment Due Date on your invoice.** Unless prior arrangements are made, we do not accept group payments on the day of the show.
- Acceptable forms of payment are cash (in person at the box office), company checks, money orders, and all major credit cards. Groups may also pay in full using a credit card over the phone at the time of booking. For M-NCPPC facilities paying via internal transfer, you must provide the Internal Household Number to us when making your reservation.
 - Please **make checks payable to M-NCPPC** and mail to:
Publick Playhouse
Attn: Group Sales
5445 Landover Road
Cheverly, MD 20784
- All patrons, regardless of age, must have a ticket. Children under the age of 1 will be provided with a raffle-type ticket at the Box Office Window.
- Seating for Education on Stage, Tiny Tots, and Platinum Films is General Admission. Seating for all other events is Assigned Seating.
- In the case of inclement weather, and at the discretion of the Publick Playhouse, alternative shows may be substituted for any show cancelled.
- Publick Playhouse reserves the right to adjust the policy & payment due dates as needed; this includes if a group has a history of not adhering to the cancel by and/or payment due deadlines listed on the invoice or if a show is close to selling out (we will not hold unpaid tickets for groups if our ticket inventory is low).
- **Prince George's County Public Schools (PGCPS) may be asked to provide proof of transportation and/or approval from the county prior to their field trip.**

**This policy is only for groups who book via the Publick Playhouse Box Office; groups who purchase their tickets online are considered an individual ticket order and all sales are final.*

If you have any questions, please email us at publickplayhouse@pgparks.com or call our Box Office at 301-277-1710 (M-F, 9 AM to 5 PM). Thank you for your patronage & we look forward to your visit!