



## Youth Group Sales Payment Information

**Please use the email confirmation as your 'invoice' to obtain payment from your organization.**

- **Accepted:** All major credit cards – AMEX, Visa, MasterCard, School/Organization Check/Money Order/ Cashier Check (made payable to Knott's Berry Farm), Cash (accepted at Guest Relations/ Group Sales window)
- **Not Accepted:** Personal Checks

### Pre-Pay To Receive Tickets In Advance

We recommend that you prepay for your group tickets at least 3 weeks before your scheduled event date so we can ship the tickets to you.

- FREE shipping within the USA as long as payment is received by Knott's Berry Farm Youth Sales office at least three weeks in advance. Restrictions apply to shipments outside the USA. Prepaid orders that cannot be shipped will be held for the group leader at Knott's Berry Farm Guest Relations Window.
- If needed, the group leader can purchase additional tickets (for the same price) at the Guest Relations Window by calling the Youth Sales office in advance.
- The group leader must mail back any extra tickets for a refund\*.

**\*Youth Sales Refunds:** Only tickets with value that were purchased through Knott's Berry Farm Youth Sales will be considered for a refund. (Chaperone tickets do not have a value.) Tickets that were obtained with a Purchase Order are NOT eligible for a refund. Tickets must be submitted within 30 days after visit fully attached; ticket stubs or tickets missing its stub will not be accepted for refund. When returning tickets, properly seal the envelope and send using a traceable method. Groups must return any chaperone tickets that they no longer qualify for; otherwise, the refund amount will be adjusted accordingly. **NOTE:** This adjustment may 1) result in a lesser refund amount than anticipated or 2) make you ineligible for a refund. If your ticket return drops your original purchase below the 15 ticket minimum required for the discount program; you are no longer eligible for a refund. A check refund will be payable and mailed to the organization listed in the reservation. Please allow 4–6 weeks to process qualifying refund. Some Special Event Tickets are non-refundable.

\*Prices, hours, dates, schedules and policies are subject to change without notice. Visit [knotts.com](http://knotts.com) for the most up-to-date park information.

**Knott's Berry Farm Youth Sales**  
8039 Beach Boulevard, Buena Park, CA 90620 • [youthsales@knotts.com](mailto:youthsales@knotts.com) • 714.220.5166