



# Valleyfair®

## YOUTH

### PROGRAMS



## GROUP PAYMENT INFORMATION

All groups are required to make a reservation in advance of their trip. Contact [youthsales@valleyfair.com](mailto:youthsales@valleyfair.com) or 952.496.5331 to get started today.

### ACCEPTED PAYMENT

- Major Credit Cards
- Organizational Checks (payable to Valleyfair)
- Cash (ONLY accepted at the Admissions Building)
- Cashier's Check/Money Order (payable to Valleyfair)

### NOT ACCEPTED PAYMENT

- Purchase Orders
- Personal Checks
- Multiple Checks

### PREPAY TO RECEIVE YOUR TICKETS IN ADVANCE

We recommend that you pay at least two weeks before your visit so we can ship the tickets to you.

- Free shipping within the U.S. as long as payment is received by Group Sales at least **two weeks in advance**. Restrictions apply to shipments outside the U.S. Prepaid orders that cannot be shipped will be held for the group leader to pick up at the Admissions Building on the event date.
- Please use the email confirmation sent by Group Sales as your invoice to obtain payment from your organization.
- To pay via credit card, please call Group Sales at 952.496.5331. The Group Sales office is open Monday through Friday between the hours of 9am and 4pm.
- Organizational checks should be made payable to Valleyfair and be addressed **ATTN: Group Sales, One Valleyfair Drive, Shakopee, MN 55379**. Include Order ID with payment.
- With tickets in hand, your group can bypass the Admissions Building and head straight to the entrance turnstiles.
- Additional tickets for prepaid orders are available prior to your visit. **In order to accommodate groups with the park reservation system, we ask that all groups provide accurate ticket numbers in advance of your visit.\***

### PICK UP AND PAY UPON ARRIVAL

For groups that have not prepaid, the group leader will need to go to the Admissions Building outside Valleyfair's front gate to pay for their tickets.

- The Admissions Building generally opens one hour before the park is scheduled to open to the public.
- Bring your Order ID number from the email confirmation with you.
- Please have your full payment ready and know exactly what you need to purchase before you arrive. At the Admissions Building, the group leader can make adjustments to the reservation as long as the adjustment does not drop the ticket purchase below the minimum required for the Group Sales program's rate.\*
- Make sure you receive all the tickets you paid for before leaving the Admissions Building. Once the tickets, meal vouchers, and drink wristbands are issued to you, they become your responsibility.

\*Group Sales Refunds: All group tickets are dated and valid only on the scheduled event date. Only tickets with value that were purchased through Valleyfair Group Sales during the current operating season will be considered for a refund. If you choose to return any tickets, they must be received by Valleyfair Group Sales no later than 30 days after your scheduled event date. If your ticket return drops your original purchase below the minimum required for the Group Sales program's rate, the price per ticket will be adjusted to the prevailing gate price. NOTE: A price adjustment may 1) result in a lesser refund than anticipated or 2) make you ineligible for a refund. Groups must also return any courtesy tickets that they no longer qualify for. Otherwise, the refund amount will be adjusted accordingly (courtesy tickets have no refund value). The refund will be applied to the original credit card used when possible, otherwise, a check will be mailed to the group leader. Please allow 3-4 weeks to process qualifying refunds. Some Special Event tickets are non-refundable.

Safety is our top priority. For a list of up-to-date COVID protocols and information, click [here](#). Prices, hours, dates, schedules, and policies are subject to change without notice. Go to [valleyfair.com](http://valleyfair.com) for the most up-to-date park information.