



2018 Group Payment Information

- Please use the email confirmation as your 'invoice' to obtain payment from your organization
- Valleyfair accepts: **Major Credit Cards** (Visa, MasterCard, Discover/NOVUS, Amex), **Cash** (accepted at the Admissions Building) or **One Organizational Check/Money Order/Cashier Check** (made payable to Valleyfair)
- Sorry, Valleyfair does not accept: **Purchase Orders, Multiple Checks, Personal Checks**

PRE-PAY TO RECEIVE TICKETS IN ADVANCE

We recommend that you prepay for your group tickets at least 2 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 Valleyfair Group Sales at least two weeks in advance. Restrictions apply to shipments outside the USA. Prepaid orders that cannot be shipped will be held for the group leader to pick up at Valleyfair's Admissions Building on the event date.
- 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 present tickets at the entrance turnstiles for park admission.
- If needed, the group leader can purchase additional tickets (*for the same group on the same event date*) at the Admissions Building by presenting the original purchase receipt.
- Unused tickets can be kept and used another day for a \$10 upgrade fee or the group leader can return extra tickets for a refund.*

PICK UP AND PAY UPON ARRIVAL

For groups that have not pre-paid, the group leader will need to go to the Admissions Building located at Valleyfair's front gate. At the Admissions Building, the group leader can make adjustments to the reservation as long as the adjustment does not drop below the minimum required for the Group Sales program's rate.

A few helpful tips to speed up the process at the Admissions Building on your event date:

- The Admissions Building generally opens one hour before the park is scheduled to open to the general public and closes at the end of operating hours.
- Have your payment ready and know exactly what you will need to purchase **before** you arrive. That way you purchase only what you need in one transaction.
- Bring the Order ID number from the email confirmation with you and present it to the associate at the Admissions Building.
- Keep in mind that drink wristbands are available to groups only. Drink wristbands are not sold individually.
- 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 members are required to remain on the bus and away from the entrance area until the group leader returns with the tickets. Please distribute tickets as group members exit the bus or vehicle.

*Group Sales Refunds: All group tickets are dated and valid only on the scheduled event date. At the Admissions Building, the group leader can make adjustments to the reservation as long as the adjustment meets the 15 ticket minimum requirement. **Reservations must be made in advance.** If you choose to return any tickets for a refund, they must be received by Valleyfair no later than 30 days after your 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 prevailing gate price. The group leader must return the required amount of courtesy tickets. If courtesy tickets are not returned, the refund amount will be adjusted accordingly.

NOTE: A price adjustment may 1) result in a lesser refund than anticipated or 2) make you ineligible for a refund. 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.

*Prices, hours, dates, schedules and policies are subject to change without notice.
Visit valleyfair.com for the most up-to-date park information.*

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