



Sears Centre Arena Group Sales Policies and Procedures

Group seating can be reserved in advance once the number for your group has been determined. The group leader will then have up to two (2) weeks after the reservation is placed to present payment. Sales must be processed two weeks prior to the event. Group reservations may be cancelled if payment is not received by specified date.

Groups orders placed less than two weeks prior to the event must be purchased with cash or credit card at the time the order is placed. Tickets purchased less than two weeks prior to the event will not be mailed. However, the group leader may pay for overnight delivery or make arrangements to pick them up at the Sears Centre Arena Box Office.

Seat locations are determined by the reservation date based on a first served, first come basis.

A group must consist of 15 or more tickets per event.

With a minimum 25 ticket purchase, your group may receive in-house recognition based on space and availability.

A one-time \$5 handling fee is required with each group order.

Group orders must be placed through Group Sales by:

Phone: (847) 649-2270

Mail: 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192

E-mail: groups@searscentre.com

In person at the Sears Centre Arena Box Office.

When ordering tickets please provide the following information:

Event, date, time, number of tickets, ticket price selected, group leader, group name, address, e-mail, daytime telephone.

Payment Methods: Payment for the entire amount of tickets purchased can be made in ONE of the following forms; ONE company, school or organizational check, money order, MasterCard, Visa, Discover, American Express or cash.

Make Checks payable to Sears Centre Arena.

Mail payment to:

Sears Centre Arena

5333 Prairie Stone Parkway

Hoffman Estates, IL 60192

If you would like to pay for your tickets in person at the box office, please call (847)649-2270 and make an appointment.

Groups may add on to their original order with a minimum of five (5) tickets and must be received at least three (3) days prior to the event. Add-on orders will be selected as close as possible to the original order and are subject to availability. An additional handling fee may apply for add-on orders.

All sales are final once payment has been received. There are No Exchanges or Refunds.

Tickets are not sold on consignment.

Unfortunately there are no complimentary tickets for bus drivers. All persons entering the Sears Centre Arena must have a ticket. If you will be traveling by bus or motor coach please contact us prior to your arrival to receive instructions for dropping off your group and parking.

For most shows, children age two (2) and older must have a ticket to be admitted. Please ask when making your reservation.

Wheelchair and special needs seating is available. Please let us know in advance if members in your group require special seating.