

AMES CENTER

Welcome to Group Sales for Troupe America! We are thrilled to have you and your group with us. Here is some helpful information to facilitate your visit.

To Reserve Your Tickets for Groups of 10+:

Contact the Group Sales Office

Call (612) 322-5767 to speak with Dorian.

You may also email your questions to groupdc@troupeamerica.com

Choose an Event Date

We'll help you find a date that works for you & your group.

Estimate how Many Tickets to Reserve

You will be able to adjust your number of tickets as needed up to 4 weeks before your performance date.

Choose your Seats

All seating is assigned. A map of the seats can be view on the Ames Center website. Please alert us to any accessibility needs as soon as possible.

Think about Lunch

Many groups take advantage of the \$26.00 per person Catered Buffet available to groups of 30 or more.

Confirm your Information

When you reserve your tickets, we will send you a contract detailing your due dates, original number of tickets, and initial balance.

Please review the information carefully and ask any questions you have. Then just email back with a yes to accept the contract.

If you have decided to join us for lunch, a contract for catering will also be included. Please sign and return that contract to bevans@ames-center.com.

After You Have Made Your Reservation:

Market your Event

We have photos, logos, and great copy for you to use. Find all this and more on our resource page.

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Final Count – 4 Weeks

Report your final count to the Ames Center. You may call 952-895-4681 or email tvogele@ames-center.com.

After you deliver your final count, we will release any tickets you do not need. We can also add tickets to your reservation if we have seating available.

Final Payment – 3 Weeks

Make your final payment 3 weeks in advance of your performance date.

Once your final payment has been received, we will process your entire order. Please let us know if you would like to pick up your tickets or if you'd like them mailed out to you (we will only mail tickets if final payment is received by the final payment date).

Payment for tickets must either be made by a single check or credit card.

Catering must be paid by separate check (if paying via check); if paying via card, a 4% fee will be added to the total and a separate receipt will be sent.

Payment must be received by date of event.

Final Sale Policy

There are no refunds.

In the event you cannot attend a performance due to inclement weather, we can exchange your tickets for another performance if a performance is available. You must call the Box Office at least three hours before your scheduled performance in order to change the date. If no dates are available, we will refund your tickets. We will not refund tickets if the scheduled performance goes on and there are tickets available for other dates. There will be a \$3.00 re-booking fee added to your bill

The Day of your Visit:

Please be sure your driver has reviewed the bus & coach info sheet. We are located at 12600 Nicollet Ave, Burnsville, MN 55337.

Upon your Arrival

Proceed to the drop off zone at the North entrance of the Ames Center

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Check in At the Box Office

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The Box Office is located to your right upon entering the Ames Center. If you do not already have your tickets, just ask for the tickets under your name or the name of your group.

Finding your Way Around the Building

There are restrooms on the south end of the building on both the first and second floor. An elevator is also available in that area for the catered meal served on the second floor. The Box Office staff will be happy to give you directions upon your arrival.

Catered Lunch

Seating for the Buffet will take place approximately 1.5 hours before show time. Your server will make announcements after your group is seated and direct tables to the buffet table.

Entering the Theater Space

Doors to the theater open approximately 30 minutes prior to show time. If you are not having a meal in the building, this is a great time to arrive!

Please make sure everyone has a ticket in hand before they enter the theater.

Please remember to turn off all cell phones.

Notes on Accessibility

Hearing assisted devices are available upon request at our box office.

For everyone's safety, the ushers will place any walkers to the side of the theater during the performance.