

AUDITORIUM THEATRE

CHICAGO'S LANDMARK STAGE EST. 1889



2023-24

Group Planning Guide

CONTACT US

Ticket Services Associates

Helen Zorn

Ryan Neil

Group Ticket Office Hours

Mon-Fri: 9am-5pm

Closed Sat & Sun (and select holidays)

In Person Box Office Hours

Mon-Fri: 12pm-5pm

Show Days: 3 hours prior to performance
start time

(Please call or check our website to confirm hours
week of)



(312) 341-2300



sales@auditoriumtheatre.org



50 E Ida B Wells
Chicago, IL 60605



GROUP ORDER MANAGEMENT

Need more seats? Call us at
(312) 341-2300.

We'll help add more seats as
close to your group
as possible.

Adding Tickets Day-of-Show

Tickets added day-of-show are sold at full price and full
payment is required.

Before 5pm: Call (312) 341-2300

After 5pm: Visit the box office in-person.

Reduce Your Order

Contact us with your final head count one week prior to the
event date. If your group falls below the 10-person minimum
(per performance date), tickets will be sold at full price, plus a
per-ticket service fee. Please remember, there are no refunds or
exchanges on payments.



PAYMENT INFORMATION

25% Deposit Due!

Groups organizing offline must make a minimum deposit of 25% to reserve seat locations.

Payment Plan Schedule

60 Days Out (Recommended) 25% deposit due to receive exact seat locations.	31-59 Days Out 50% deposit required for seat assignments. Final payment due 30 days out from performance.	Less Than 30 Days Out Order must be paid in full to receive seat assignments.
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Late Payments

Payments not received by the due date on the invoice may result in the release of your unpaid seats without notice.

Invoices

We will email you an order invoice from our ticketing system. Please confirm details and contact information are correct.

Order Fees

One \$15 order fee is applied to each performance date for your group order.

How To Make A Payment

Phone

Call (312) 341-2300 with an American Express, Visa, MasterCard or Discover card.

Mail

Send a check or money order to:
Auditorium Theatre
50 E Ida B Wells Dr
Chicago, IL 60605

In-Person Payments

Call to set up an appointment at least one business day in advance. Payments will not be accepted at the box office without an appointment.

TICKET DISTRIBUTION

Once tickets are paid in full, there are three ways to distribute your tickets!

PRINT-AT-HOME

If your group is less than 25 people, your print-at-home tickets will be emailed to you, free of charge. For group orders more than 25 people, we send tickets via US mail or hold at will call.

MAIL

\$6 fee applies

We can mail tickets that are paid-in-full more than two weeks prior to your performance. It usually takes 7- 10 business days to receive mailed tickets. You are responsible for distributing tickets to your group.

WILL CALL

\$6 fee applies

Under One Name

(recommended only when a group arrives together)
After will call pick-up, you are responsible for distribution.

Under Separate Names

Email us a list of group member names and number of tickets at least two business days before the show.

NOTE: Only the person whose name is listed for the tickets can pick-up at will call with a valid photo ID.

Replace Lost Tickets

Please contact us with the exact location of lost tickets. Reprinting lost or stolen tickets invalidates barcodes on original tickets.

Keep track of locations for your group members in case tickets are lost.

ACCESSIBILITY

The Auditorium Theatre makes every effort possible to accommodate the needs of all patrons and to comply with the Americans with Disabilities Act. If you or your group need accessible seating, please contact us at (312) 341-2300.

Accessible Entrance

Our accessible entrance is located on Ida B Well Dr just west of the main entrance. We recommend that all patrons who have accessible needs be dropped off on Wabash Ave at the corner of Ida B Wells Dr.

Accessible Washrooms

Two (2) accessible all-gender washrooms are located on the main floor and third floor.

Elevator

Located in the northwest corner of the lobby, our elevator services each of the six seating levels of the theatre.

Other Amenities

Patrons may use a photo ID to obtain *infrared assistive listening devices* and *booster seats* free of charge from coat check.

Health & Safety

For our current COVID-19 policies, please check our website before your visit:
AuditoriumTheatre.org/your-visit/safety

OFFICIAL PARTNERS

Recommended Parking

Loop Auto Parks

524 S Wabash Ave | (312) 922-1499 | LoopAutoParks.com

Loop Auto Parks is recommended for patrons who need accessible parking.

Grant Park South Garage

325 S Michigan Ave || MillenniumGarages.com

Exits to street level onto Michigan Ave at Jackson Blvd and Van Buren St

Recommended Hotels

The Palmer House Hilton - Official Auditorium Hotel Partner

17 E Monroe St | (312) 726-7500 | PalmerHouseHiltonHotel.com

Hilton Chicago

720 S Michigan Ave | (312) 922-4400 | HiltonChicagoHotel.com

HI Chicago Hostel

24 E Ida B Wells Dr | (312) 360-0300 | HIChicago.org

Recommended Dining

Acanto Restaurant + Wine Bar

18 S Michigan Ave | (312) 578-0763 | AcantoChicago.com

The Gage

24 S Michigan Ave | (312) 372-4243 | TheGageChicago.com

Grant Park Bistro

800 S Michigan Ave | (312) 753-3420 | GrantParkBistro.com

Lockwood

17 E Monroe St | (312) 917-3404 | LockwoodRestaurant.com

Mercat a la Planxa

638 S. Michigan Ave | (312) 765-0524 | MercatChicago.com

Russian Tea Time

77 E Adams St | (312) 360-0000 | RussianTeaTime.com

Auditorium Theatre

2023-24 Season

Groups get great seats at great prices!

Call (312) 341-2300

auditoriumtheatre.org

Dance for Life | Aug 19

Arpino Chicago Centennial Celebration | Sep 23+24

Deeply Rooted Dance Theatre | Nov 3

Sugar Hill: The Ellington/Strayhorn *Nutcracker* | Dec 19-30

Terence Blanchard: Film Scores LIVE! | Jan 13

Complexions Contemporary Ballet | Feb 3

Compañía Nacional de Danza | Feb 10

Trinity Irish Dance Company | Mar 3

MOMIX | Mar 9

Alvin Ailey American Dance Theater | Apr 17-21

South Chicago Dance Theatre | Apr 27

