

Special Gifts Theatre – Payment Terms and Conditions

Welcome to Special Gifts Theatre! We are a non-profit organization and our mission is: Through the performing arts we work collaboratively to provide inclusive and transformative experiences for individuals with disabilities to fully engage in the world.

Please read these Payment Terms and Conditions carefully before making any payment to Special Gifts Theatre.

1. General Payment Information

- **Currency:** All payments made to Special Gifts Theatre must be in United States Dollars (USD).
- **Payment Methods:** We accept payments via major credit cards (Visa, Mastercard, American Express, Discover) and checks payable to "Special Gifts Theatre".
- **Payment Security:** We are committed to protecting your personal and financial information. All online transactions are processed through secure, encrypted payment gateways. We do not store your full credit card details on our servers.
- **Acknowledgement of Terms:** By making a payment, you acknowledge that you have read, understood, and agree to be bound by these Payment Terms and Conditions.

2. Payments

- Payments may be made for program fees (including deposits and miscellaneous charges such as commercials) and sponsorships.
- Invoices will be sent for all program fees and are due upon receipt.
- Monthly payment plans are available.
- Program Deposits and payments for program-related fees such as commercials for performances can be paid without an invoice. Please note who and what program the deposit is for.
- **Refunds**
 - If you need to request a refund, please email accounting@specialgiftstheatre.org or call 847-564-7704 x 102.
 - If requested prior to the first day of class, a refund may be issued less the deposit paid (\$100 for Creating Outside the Lines and Musical Theatre Programs)
 - If requested after the first day of class, refunds will be based on a pro-rated amount (from the start of the program until refund request made), plus a 10% administrative fee of the total program cost. No refunds will be provided after the first month of classes.
 - All refunds will be provided at the discretion of the Executive Director.

3. Donations

- **Nature of Donations:** Donations to Special Gifts Theatre are voluntary contributions made to support our mission and programs. Donations are generally tax-deductible to

the extent allowed by law. Please consult with your tax advisor for specific guidance.

- **Irrevocable Gifts:** Unless otherwise stated or agreed upon in writing, all donations are considered outright and irrevocable gifts to Special Gifts Theatre.
- **Refunds for Donations:** As a general policy, donations are non-refundable. In exceptional circumstances, and at the sole discretion of Special Gifts Theatre, a refund may be considered. Any request for a donation refund must be made in writing to accounting@specialgiftstheatre.org within 10 days of the donation date, providing a clear reason for the request.
- **Designated Donations:** While we appreciate all designated donations, Special Gifts Theatre retains ultimate control over the use of all donated funds to ensure they are used in the most effective way to advance our mission.

4. Payments for Ticket Sales for Performances

- **Ticket Availability:** Tickets for performances are subject to availability.
- **Pricing:** Ticket prices are as advertised on our website and may vary depending on the performance, seating, and other factors. All prices are subject to change without prior notice.
- **Payment at Time of Purchase:** Full payment for tickets is required at the time of purchase.
- **Ticket Delivery:** Tickets purchased online will typically be delivered electronically via email. Please ensure your email address is correct at the time of purchase.
- **Refunds and Exchanges for Tickets:**
 - **All ticket sales are final.**
 - **No refunds** will be issued for purchased tickets, except in the event of a performance cancellation by Special Gifts Theatre.
 - **Exchanges:** Ticket exchanges for a different performance of the *same production* may be permitted, subject to availability and at the discretion of Special Gifts Theatre. Exchange requests must be made at least 2 hours prior to the original performance time.
 - **Cancelled Performances:** In the rare event that Special Gifts Theatre cancels a performance, ticket holders will be offered a full refund or the option to exchange their tickets for another performance of the same production (subject to availability) or a credit towards a future Special Gifts Theatre event. Notification of cancellation will be made via email.
 - **Rescheduled Performances:** If a performance is rescheduled, your original ticket will generally be valid for the new date. If you are unable to attend the rescheduled performance, you may be offered a refund or exchange option, at the discretion of Special Gifts Theatre.
- **Lost or Stolen Tickets:** Special Gifts Theatre is not responsible for lost or stolen tickets.
- **Resale of Tickets:** The resale of Special Gifts Theatre tickets for more than the original purchase price is strictly prohibited.

- **Right of Admission:** Special Gifts Theatre reserves the right to refuse admission or remove any person from the premises for any reason, including but not limited to disruptive behavior, violation of venue rules, or late arrival.

5. Chargebacks and Disputes

- In the event of a chargeback or payment dispute initiated by a donor, service payer, or ticket purchaser, Special Gifts Theatre reserves the right to take appropriate action, including but not limited to, revoking donation acknowledgements, cancelling tickets, or pursuing collection efforts.

6. Changes to Payment Terms and Conditions

- Special Gifts Theatre reserves the right to update or modify these Payment Terms and Conditions at any time without prior notice. The most current version will always be posted on our website. Your continued use of our services or making payments after any such changes constitutes your acceptance of the new Payment Terms and Conditions.

7. Messaging Terms and Conditions:

- You agree to receive text messages regarding programming/ event scheduling and invoices due from Special Gifts Theatre. Message frequency varies. Message and data rates may apply. For support, reply HELP or email us at info@specialgiftstheatre.org. You can opt out at any time by replying STOP. For more information, see our [Privacy Policy](#)

8. Contact Information

- If you have any questions regarding these Payment Terms and Conditions, please contact us at:
 - **Email:** info@specialgiftstheatre.org
 - **Phone:** 847-564-7704
 - **Mailing Address:** PO Box 2231 Northbrook, IL 60065