



**SUMMER WORLD MUSIC FESTIVAL**  
Reservation, Payment, & Cancellation  
Policies & Procedures

Dear Patron,

Thank you for choosing Spivey Hall for your field trip experience. Please read the policy and procedural information carefully and let us know if you have any questions. All reservations can be made online at the Spivey Hall website at [www.clayton.edu/spiveyhall/education](http://www.clayton.edu/spiveyhall/education). For questions or assistance with the reservation process, please call 678-466-4491. We look forward to welcoming you to the Clayton State University campus!

**The Staff of Spivey Hall Education**

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Reservation Instructions

- Groups of 10 or more that need an invoice may request reservations through this link: [RESERVE GROUP TICKETS HERE](#)
- Groups of less than 10 may purchase their tickets through this link: [PURCHASE INDIVIDUAL TICKETS HERE](#) Look for the World Music Festival logo



- All reservations are processed in the order in which they are received.
- Reservation requests will be addressed within 2 business days.
- Spivey Hall will email confirmation materials to all registered and paid patrons.



## Payment Policies

- The fee to attend a Young People's Concert is **\$3 per person in advance** including teachers, chaperones, and children ages 2 and older. **\$4 per person online (includes online fees).**
- Ticket price increases to **\$5.00 the day of the performance.** Walk-ups are subject to availability.
- Day camps and groups of 10 or more can receive an invoice to submit to their bookkeeper and **payment must be made three weeks prior to the Festival.** Seats will be held for your group and if payment is not made by one month prior to the performance, your group is still responsible for full payment, and the seats may be released to groups on the waiting list.
- The Spivey Hall Education Department must be **notified of any changes** in the number registered for a group at least three-weeks before the performance. If a group brings **less** students than the number registered without notification, the difference will not be refunded.

## Cancellation Policies

- Cancellations can be made without penalty up to three-weeks prior to the performance date.
- **If a group has not paid for its reserved seats by MAY 31 and does not cancel within the three-week window, the group is still responsible for the payment of those seats.** Such organizations may also be required to pay for future performances at the time of reservation (no invoicing).
- In the rare event that Spivey Hall cancels a performance, registered attendees may transfer their reservation to an alternate performance or may receive a full refund.