

# TOUR GROUP CONFIRMATION

DISCOUNTED RATES FOR GROUPS (15+)

**Thank you for choosing to bring your group to our  
festival!**

**We look forward to your visit!**

Company/Group Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

## RESERVATION INFORMATION

Date of Time of Number Cost Amount Due

Attendance: Arrival: in Group:

Regular (over age 12): \_\_\_\_\_ \$7.00/ea \_\_\_\_\_

Children (age 3 thru 12): \_\_\_\_\_ \$3.00/ea \_\_\_\_\_

Age 2 and under \_\_\_\_\_ Free

Comps \_\_\_\_\_ Free (up to 2)

(Driver and/or coordinator only):

**TOTAL IN GROUP: TOTAL DUE: AMOUNT PAID: DATE OF PAYMENT:**

\_\_\_\_\_

Description of Bus/Motorcoach: \_\_\_\_\_

Other Important Information: \_\_\_\_\_

Please fax to (503) 254-7948 or mail to:

FOL Tour Coordinator  
The Grotto  
PO Box 20008  
Portland, OR 97294-0008

# TOUR GROUP

## BUS/MOTORCOACH ARRIVAL INSTRUCTIONS

**APPROACH** - The Grotto's main public entry is located on Sandy Boulevard at NE 85<sup>th</sup> Avenue, just east of 82<sup>nd</sup> Avenue. Tour Group reserved bus and motorcoach parking is located in this lot. While this lot is occasionally closed to cars due to capacity, parking attendants will open the lot for your coach. Attendants inside the lot can answer any questions you might have and will direct you to the appropriate off-loading area and after unloading to the appropriate location for parking.

**GREETING** - Upon arrival, please keep your group on your bus. Our staff will greet you at your bus at the designated off-loading area near the ticket booth. Staff will escort your group through the entry area to avoid any unnecessary delays. Please be sure to have made arrangements for your departure time prior to off-loading and discuss appropriate location for reloading ahead of time.

**DEPARTURE** - At the pre-arranged departure time, the bus driver is to pull the vehicle into the pre-designated reloading area.

**LAST MINUTE CHANGES/CANCELATION** - We will greatly appreciate advance notice of any changes, including the number in your group, date and/or arrival time variations, descriptions of the vehicle etc.

**PAYMENT** - Pre-payment is preferred and helps to avoid delays. If your group is larger than your pre-payment you are able to pay the difference at the ticket gate. We accept payment by cash, checks, or credit card. If you intend to pay when you arrive you must have it arranged with the Tour Coordinator ahead of time.

**REFUNDS** - Partial refunds for overpayments can be requested by contacting The Grotto Festival Tour Coordinator prior to your scheduled attendance. Full refund for pre-paid groups will be granted if notification of cancellation is received by The Grotto prior to the evening of your scheduled attendance. The Grotto will also grant full refunds in the event that severe inclement weather or hazardous road conditions exist on the night your group is scheduled, or if the Christmas Festival of Lights is required to close for any reason prior to your scheduled arrival on the evening your group has pre-arranged.