



## **THE VOICE: NEON DREAMS – GROUP SALES FAQ**

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### **What is The Voice: Neon Dreams Las Vegas?**

The Voice: Neon Dreams is the live concert event that is the next step in the musical journey of the multi-talented artists of "The Voice," combined with an interactive pre-show experience that allows you to begin your very own Voice journey. In this 360-degree live production, a dream cast of Voice stars, accompanied by some of the most versatile musicians on the planet, will deliver a wide-ranging performance through timeless hits and current chart toppers from the world of rock, pop, country, R&B and more. Imagine one concert experience that combines an eclectic mix of genres and styles, including songs by Michael Buble, The Beatles, Carrie Underwood, Mozart, Andrew Lloyd Webber, Green Day, The Beach Boys, Coldplay, Michael Jackson, Johnny Cash, Lady Gaga, U2, Aretha Franklin, Fleetwood Mac, and more.

### **Where is The Voice: Neon Dreams located?**

The Voice: Neon Dreams Las Vegas is located in a brand new custom theater at the Hard Rock Hotel & Casino.

### **How long is the performance?**

The Voice: Neon Dreams is 90 minutes.

### **Is there an age requirement for The Voice: Neon Dreams?**

The Voice: Neon Dreams guests must be at least 5 years to attend.

### **Do you accommodate those with special needs?**

Yes, special needs seating is available within the venue – please notify BASE Entertainment prior to placing your order if you require access to special needs seating areas.

### **Are there special effects that occur during the show? (i.e. strobe lights, fog, pyrotechnics...etc.)**

The Voice: Neon Dreams does use strobe lighting as well as theatrical smoke throughout the performance.

### **What constitutes a group order?**

A group is 10 or more tickets purchased with one payment for a single performance. Tickets may be purchased in different pricing categories; final amount must be a minimum of 10 tickets.

### **Is The Voice: Neon Dreams available for a private performance?**

Yes, private performances are available with a full theater buyout. Please contact Group Sales to discuss options for your group and availability. Theater capacity is 706.

### **Is there an advantage to placing my group order early?**

Group orders booked in advance are eligible to receive discounted rates and preferred seating.

### **Are there Meet and Greet options available?**

No, at this time there will not be a Meet and Greet available for The Voice: Neon Dreams.

### **Will I automatically get the best seats for my group?**

Each of the BASE Entertainment productions offers tickets at various price categories. BASE Entertainment will always reserve the best seats available at that time within your preferred price category. We suggest booking as early as possible to ensure the best seating availability.

# BASE

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## How do I submit a group ticket order?

1. Complete your choice of show, date, time, seating category and ticket quantity on the Group Sales Contract.
2. Send completed Group Sales Contract via fax **702.785.5173** or by scanned/email directly to [Groups@BASEentertainment.com](mailto:Groups@BASEentertainment.com).
3. BASE Entertainment reserves the best seats available; full payment is charged at the time of booking.
4. BASE Entertainment sends you a detailed confirmation that includes exact seat locations and pick-up instructions.

## Once I have submitted my order how long does it take to process?

Generally, group processing takes 1 to 2 business days after payment has been submitted. Please note this does not include weekends and holidays as our office is closed.

## How can I pay for my Group?

Accepted forms of payment include credit card (AMEX/VISA/MC), corporate checks or wire transfers; all payable in US dollars. Personal Checks and Cash cannot be accepted for group orders.

## Is a deposit required?

A deposit is not required. Full payment is due upon submission of your group contract.

## Are there any taxes added to the ticket price?

Yes, in Nevada there is a 9% live entertainment tax (LET) added to the cost of each ticket. All group rates provided to you include all taxes and fees.

## How do I make revisions to an existing order?

Any revisions must be requested in writing by responding directly to the confirmation email sent by BASE Entertainment. Group orders are considered final upon ticket printing.

## Once my order is confirmed, how do I get the tickets?

Group tickets are available for pick-up at the The Voice: Neon Dreams Box Office. Ticket collection instructions are specified within the confirmation email.

## Does The Voice: Neon Dreams offer related show merchandise?

Yes, The Voice: Neon Dreams has a variety of show merchandise available for purchase.

## Can I use BASE Entertainment logos and graphics for invitations or flyers?

Yes, once a group order is confirmed you may request official show logos/visuals. Please contact us for more information.

**We look forward to working with you!**

 TheVoiceLasVegas

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