

PURCHASE POLICY TERMS & CONDITIONS

Order Confirmation

All ticket sales are subject to credit card approval and billing address verification. If you do not receive a confirmation email, it is your responsibility to confirm with the Graceland Reservations Department whether your order was fully processed. Only you may be aware of any problems that may occur during the purchase process. Graceland will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation. Contact the Graceland Reservations Office by phone at (800) 238-2000 from the US or Canada or (901) 332-3322 from outside the US, or by email at reservations@graceland.com.

Payment Methods

We accept Visa, MasterCard, Discover and American Express.

Tour Times

Your tour is scheduled for a specific hour and tour number. However, should you miss your scheduled tour time, you may take the tour later that same date during regular tour hours

Discounted Ticket Purchases

If you are eligible to purchase discounted tickets with AAA membership, active or retired military, senior citizen, college student, Graceland Insiders membership, or if you are using a coupon, proof of eligibility or the valid coupon must be presented when picking up your ticket(s). Failure to do so will result in you being charged the difference between the discounted ticket price and the regular ticket price. **NOTE:** *The only discounts available for the Elvis Entourage VIP tours are the Graceland Insiders membership. No discounts are available on the Ultimate VIP Tours.*

Refunds & Exchanges for Graceland Tour Tickets

Before purchasing tickets, carefully review your tour time and ticket types to ensure accuracy. Refunds and exchanges **are not available online** but will be offered on Graceland tour tickets only if the tickets are cancelled **at least 24 hours** prior to tour time. You must contact the Graceland Reservations Office by phone at (800) 238-2000 from the US or Canada or (901) 332-3322 from outside the US or by email at reservations@graceland.com.

Non-Refundable Facility Fees:

Facility fees will be charged on all ticket purchases and are non-refundable.

Will Call for Graceland Tour Tickets

Guests are encouraged to use the print at home option for convenience, however you may pick up your reserved Graceland tour tickets at the Will Call window located in the ticket office. Tickets must be picked up by the person whose name is on the reservation and **a photo ID and the credit card used to purchase the tickets must be presented at that time**. If someone else will be picking up the tickets or if you will not have the credit card with you, you must contact the Graceland Reservations Office by phone at (800) 238-2000 (US or Canada only) or (901) 332-3322, or by email at reservations@graceland.com.

Elvis Week/Elvis Birthday/Other Event Ticket Purchases

Ticket purchases for Elvis Week events, Elvis Birthday events, or other special events are non-refundable.

Will Call for Elvis Week and Elvis Birthday Tickets

Event tickets for Elvis Week or Elvis Birthday events will be available for pick up at the Graceland Guest Services desk or in some cases at the door of the events (please check Graceland.com for pick up times).

Graceland Excursions

Graceland Excursions tour tickets reservations must be made at least 24 hours in advance and are non-refundable unless cancelled at least 48 hours in advance. All bookings must be made 48 hours in advance due to the transportation included.

Other Terms:

Lost tour or event tickets cannot be replaced.

Prices and tour options are subject to change without notice.

Due to exhibit construction or refurbishment, facility maintenance, or a private special event, Graceland may close an exhibition or attraction, remove an artifact on display, or change operating hours without prior notice and without refund, liability or compensation.

Graceland, its directors, officers, employees, subcontractors, agents and representatives, shall at no time be liable or responsible in any way whatsoever for any loss, injury, or damage caused or arising in connection with any transportation, hotel or other services or products of third parties, or as a result of acts of God, acts of Government or other authorities, wars, civil disturbances, hijacks, thefts, or any circumstance beyond its control. Graceland reserves the right to accept, retain, decline or cancel any reservation or any guest as a participant in its tours at any time and for any reason. In addition, Graceland reserves the right to cancel or modify a reservation, including the price, if the reservation includes or was made as the result of a mistake or error of any kind, including but not limited to, a mistake or error in price or description of the tour, tour package or package components, or where it appears that a guest has engaged in fraudulent or misleading activity in making the reservation. If a tour is cancelled by Graceland, Graceland shall have no responsibility beyond the refund of monies paid to Graceland for the tour. Terms and conditions are subject to change by Graceland without notice. If these Terms and Conditions contain any provisions construed to be unenforceable or unlawful by a court of competent jurisdiction, the same shall be deemed modified to conform to applicable law, or if this would cause an unreasonable result, such provision shall be stricken from these Terms and Conditions without affecting the binding force and effect of any of its other provisions.