

PURCHASE POLICY TERMS OF USE

Thank you for purchasing tickets from the official Graceland website.

Fees

Non-refundable facility fees will be charged on all ticket purchases.

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, the Elvis credit card, 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 your being charged the difference between the discounted ticket price and the regular ticket price. **NOTE:** The only discounts available for the Entourage VIP tours are the Graceland Insiders membership and select coupons. No discounts are available on the Ultimate VIP Tours.

Payment Methods

We accept Visa, MasterCard, Discover and American Express.

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 or not your order was fully processed. 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.

Elvis Week / Elvis Birthday Ticket Purchases

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

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. The facility fees are non-refundable.

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 at a later time on the same date.

Will Call for Graceland Tour Tickets

All reserved Graceland tour tickets will be held at the Graceland Reservations/Will Call window located in the ticket office (unless the print at home option is selected) and must be picked up by the person whose name is on the reservation. **A photo ID and the credit card used to purchase the tickets must be presented in order to pick up the tickets.** 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 from the US or Canada or (901) 332-3322 from outside the US or by email at reservations@graceland.com. The order processing fee is 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). Packages which include multiple events are only available at Guest Services.