

POLICIES & PROCEDURES

For questions regarding the Class Acts Policies & Procedures, please contact the Education Manager at 270.443.9932, ext. 250.

RESERVATION INFORMATION:

Advance registration is required and early reservations are recommended. Registration due dates are listed with the show calendar. All groups of **10 or more** require a reservation. Reservations are made on a first-come, first-serve basis and are processed in the order in which they are received. **Admission is \$5.00 per person.** (*Broadway Student Matinees are priced differently than other shows: please review order form for pricing*). **All attendees including extra chaperones must pay admission.** Parents and Grandparents are welcome to attend but must be included in the initial reservation. One complimentary admission (for a teacher or chaperone) is provided for **every 15 student seats** reserved. **Exception: There are no complimentary seats available for the Broadway Student Matinees.** The Teacher/Contact person listed on the reservation form is responsible for the reservation, final number of reserved seats, and payment of invoice before theatre entry is granted. Most performances run approximately **60 minutes** in length unless otherwise noted.

PAYMENT INFORMATION:

Invoices and a **confirmation** letter are sent 6 weeks in advance of each performance. Payment must be **received** by the due date listed on the invoice (3 weeks prior to the show). Please **finalize all numbers** when payment is made. We will not make additions to the reservation once the invoice has been paid. Entry Vouchers are mailed with the Teacher packet upon receipt of payment. **This Voucher is your Group Ticket.** Please present this on performance date. All sales are final. No refunds are available. Exchanges are permitted according to availability.

CANCELLATION POLICY:

Non-payment of a reservation without special extension will result in reservation cancellation. **Cancellations made by schools must be submitted in writing on school letterhead** and signed by the teacher and principal **no later than 2 weeks prior to the scheduled show**, or the school will be held responsible for payment in full.

SNOW & INCLEMENT WEATHER POLICY:

We do not cancel shows due to inclement weather. If your school closes the day of a show or bad weather prevents your school from attending a show, the **teacher contact** responsible for the reservation is asked, as a courtesy to the Center, **to call in and cancel by 8:00am** on the morning of the cancellation to inform us that your school will not be attending. A **credit** will be issued for a future show according to availability. **We do not issue refunds.** Your credit will be good through the following performance season if you're not able to attend a current season show. Please contact the Reservation Coordinator at (270) 443-9932 x 213 to arrange details for your credit.

SOLD OUT PERFORMANCES:

In case of a sold-out show, we will be happy to place you on our **reservation waiting list**. 10-20% of reserved seating is cancelled by groups unable to attend and those seats are then sold to groups on the waiting list.

STUDY GUIDES:

Complimentary study and prep materials accompany each Class Acts performance (the exception may be Broadway Matinees) and are sent to teachers in advance. They are designed to provide quick and easy activities that may be used to prepare students for the experience and/or help them evaluate the show afterward. **Theatre Etiquette guidelines** are included as well. Study Guides and links to the producing theatre companies are now listed on our website under Education at www.thecarsoncenter.org.

I HAVE READ AND UNDERSTAND THE CLASS ACTS POLICIES & PROCEDURES LISTED ABOVE.

PLEASE COMPLETE THE FOLLOWING SECTION AND FOLLOW THE INSTRUCTIONS PRINTED ON THE FRONT OF THIS FORM TO SUBMIT YOUR RESERVATION. (PLEASE PRINT CLEARLY):						
Teacher/Contact Name		School Phone & Extension		Cell Phone		Home Phone
School Name	School Address			City	ST	Zip County
Teacher Signature		Teacher E-Mail Address			Today's Date	