

POLICIES & PROCEDURES

For questions regarding the Class Acts Policies and Procedures, please contact the Education Director at 270.443.9932, ext. 250 or the Reservation Coordinator at ext. 212

RESERVATION INFORMATION:

Advance reservations are required and early reservations are recommended since many shows do sell out. All groups of 10 or more must make a reservation at least 6 weeks before each scheduled performance. Please call 270.443.9932, ext. 212, for availability if beyond the reservation deadline. Reservations are made on a first-come, first-serve basis and are processed in the order in which they are received.

PRICING:

Admission to most performances is \$6.00 per person, unless otherwise indicated. (Some shows longer than 60 minutes have different ticket prices. Please review order form for pricing). **All attendees including extra chaperons must pay admission.**

One complimentary admission* (for a teacher or adult chaperon) is provided for every **15 full priced student** seats purchased.

**Exception: No complimentary tickets will be given for Cirque Dreams Holiday, due to contractual restrictions.*

WHO CAN ATTEND?

Class Acts performances are for students, 3 years and older*, who are attending school or homeschool. Parents and Grandparents are welcome to attend with their respective school group but must be included in the initial reservation. Parents and Grandparents not included in your reservation cannot be seated with your school.

**Babies & Toddlers do not attend Class Acts performances but are welcome at our public afternoon and evening performances.*

SPECIAL CONSIDERATIONS: GROUPS SMALLER THAN 10 and INDIVIDUAL TICKET BUYERS

Home Schools with less than 10 students, Community Groups, and Individual Ticket Buyers are also welcome. However, to make advance reservations they must contact the Class Acts Reservations Coordinator directly by calling 270.443.9932 x212. All other Class Acts policies and procedures shall apply.

PLEASE NOTE: Any show that has not sold out will become available for purchase to the general public 2 weeks prior to the show date. If the performance you are interested in is part of the US Bank Family Series or First Stages Series, you may purchase tickets to the daytime Class Acts performances at the full-price rate of the evening show. These tickets are General Admission.

MAKING THE RESERVATION:

School and Homeschool Groups reserving 10 or more seats may make a reservation by using our online web form (<https://thecarsoncenter.org/class-acts-order-form>) or by using this reservation form (see front for more info). The Teacher/Contact person listed on the reservation form is responsible for the reservation, final number of reserved seats, and payment of invoice before theater entry is granted. When submitting form by email, with or without signature, the teacher/contact accepts full responsibility for the reservation. No money is due at time of reservation. **SPECIAL NEEDS MUST BE NOTED AT TIME OF RESERVATION.**

PAYMENT INFORMATION:

A confirmation email will be sent to you upon receipt and processing of your reservation. If you do not receive an email within 24-48 hours, please contact the Reservations Coordinator. Invoices and a confirmation will be **emailed** to schools 6 weeks in advance of each performance. Payment must be **received by the due date** listed on the Invoice (3 weeks before the show). Please finalize all numbers when payment is made. We cannot make additions to the reservation once the invoice has been paid. Vouchers are **emailed** with the **Teacher Packet** upon receipt of payment. The **Voucher** is your receipt and is not necessary for entry into the theatre. All sales are final. No refunds are available. Exchanges are permitted according to availability but must be made 3 weeks before the reserved performance. Schools may not be seated at a performance unless they have paid their invoice in full.

CANCELLATION POLICY:

Cancellation of any reservation must be submitted in writing NO LATER than 3 weeks prior to the scheduled show (email to ajames@thecarsoncenter.org is acceptable). The cancellation must be signed by the Teacher/Contact and approved by the Principal. If a reservation is made and not appropriately canceled, the school remains responsible for full payment of the invoice.

SNOW & INCLEMENT WEATHER POLICY:

We do not cancel shows due to inclement weather. If your school closes the day of a show due to inclement weather and you are therefore, prevented from attending, the Teacher/Contact responsible for the reservation is asked to call 270.443.9932 and cancel by 8:00 a.m. on the day of the scheduled performance to inform us that your school is not in session and will not be attending. A credit will then 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 are unable to attend a current season show.

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 and WORKSHOPS

Complimentary study guides and prep materials as well as links to the producing theater companies for each Class Acts performance are available on our website www.thecarsoncenter.org under EDUCATION. Study guides 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. Theater Etiquette guidelines are posted as well. Workshops and Masterclasses with theatre professionals are offered for students throughout the season. Please contact the Education Director- mkatz@thecarsoncenter.org to make reservations for workshops and masterclasses or with any questions about the Class Acts program.