

CLASS ACTS EDUCATION SERIES POLICIES & PROCEDURES

WHO CAN ATTEND THE CLASS ACTS EDUCATION SERIES PERFORMANCES? Class Acts performances are for students in preschool (3 years and older)* through high school, who are attending a 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. Please be sure to reserve their seats in advance to avoid disappointment. Community Groups and Senior Citizen Groups are also welcome and follow the same procedures for making group reservations.

*Babies & Toddlers under age 3 do not attend Class Acts performances but are welcome at our US Bank Family Series and First Stages performances.

RESERVATION INFORMATION Advance reservations are required and early reservations are recommended since many shows do sell out. Reservations for school groups should be made 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-served basis and are processed in the order in which they are received.

HOW DO I MAKE A RESERVATION? Groups reserving 10 or more seats may make a reservation by using our online web form found at <https://thecarsoncenter.org/educational-programs>. 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. Important: ALL SPECIAL NEEDS MUST BE NOTED AT TIME OF RESERVATION. Groups with fewer than 10 can make advance reservations by contacting the Class Acts Reservations Coordinator directly-270.443.9932 x212 or ajames@thecarsoncenter.org. All other Class Acts policies and procedures shall apply.

INDIVIDUAL TICKET BUYERS NOT WITH A SCHOOL OR COMMUNITY GROUP

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. Please call our box office for more information, 270.450.4444.

PRICING Admission to most performances is \$6.00 per person, unless otherwise indicated. (Some shows running longer than 60 minutes have different ticket prices. Please review order form for pricing). **All attendees, including chaperones, must pay admission.** One complimentary admission for a teacher or adult chaperone is provided for every 15 full-priced student seats purchased. A \$3.00 processing fee will be added to all invoices. Groups

fewer than 10 not paying by cash or check will be subject to a 3% processing fee.

PAYMENT INFORMATION A confirmation email will be sent to you upon receipt and processing of your reservation. If you do not receive an email from the Reservation Coordinator within 24-48 hours, please contact ajames@thecarsoncenter.org or by phone at 270.443.9932, ext. 212. Invoices 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) to hold the reservation. Please finalize all numbers when payment is made. We cannot make changes to the reservation once the invoice has been paid. If making a reservation less than 3 weeks before the performance, payment will be due at the time of reservation.

Upon receipt of payment, a Voucher and an Attendance Packet will be emailed to you. The Voucher is your receipt and is not necessary for entry into the theater. All sales are final. No refunds are available. Exchanges are permitted according to availability but must be made 3 weeks before the reserved performance. Your group may not be seated at a performance unless the group's invoice is paid in full.

CANCELLATION POLICY Cancellation of any reservation must be submitted in writing to ajames@thecarsoncenter.org NO LATER than 3 weeks prior to the scheduled show. 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 AM 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 If the show you select is sold out, we can place you on a waiting list. 10-20% of reserved seating is canceled 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 links to the producing theater companies for each Class Acts performance are available on our website www.thecarsoncenter.org. Study guides are designed to provide 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 jmorehead@thecarsoncenter.org to make reservations for workshops and masterclasses or with any questions about the Class Acts program.