

# Orpheum Theatre Student Matinee Policies and Procedures

**Payment:** A 20% deposit is required within thirty (30) days of your trip to hold a reservation. Full payment is due two (2) weeks prior to the week of the performance. Payments can be made by credit card, cash, check, money order, or cashier's check and be paid to "The Orpheum Theatre". Payments go directly to the Education department and do not go through the box office. Specific information will be included in your invoice and registration confirmation.

**Cancellations and Changes:** Adjustments to ticket numbers and/or cancellations may be made online up to two (2) weeks prior to performance week. After this date, all changes must be made by calling Jennifer Douberly, Field Trip Manager, at 901-529-4242.

**Refunds:** Payments toward a reservation are non-refundable. If your group decides to cancel, any payments received may be credited toward future shows in the season. Refunds will only be issued if The Orpheum cancels an event. The Orpheum follows Shelby County School system's inclement weather policy, e.g. if Shelby County Schools close for inclement weather, The Orpheum will cancel any performance on that day.

**Chaperones:** One complimentary teacher admission will be provided for every ten (10) students. Additional chaperones and all parents/guardians will be charged \$15 each and must be included in the school reservation. Payment should be included in school check—tickets to school matinees are not sold in The Orpheum box office. Each adult will be issued a wristband and must be wearing the wristband to be admitted. Your school will receive the wristbands in the mail two (2) weeks before the show.

**Tickets and Seating:** Student Matinees are general admission and your group will be seated as you arrive. Doors will open at least 45 minutes prior to show time. Please plan to arrive at least 15 minutes before the show time to be sure that your group will be seated on time. Incomplete groups may not save seats and will be seated separately if their arrival is scattered. Seating is at the sole discretion of The Orpheum Education Department. Groups arriving late may be seated in the dark.

**Accessibility:** The Orpheum strives to make the arts available to everyone. We offer many services for patrons with special needs. When you register, please indicate any accommodations your group will require (i.e. wheelchairs, assisted listening devices, etc.). Call Jennifer Douberly, Field Trip Manager, at 901-529-4242 with any questions.

**Parking/Dismissal:** Bus parking is free for student shows and Orpheum personnel will direct bus drivers. For those arriving in cars, The Orpheum suggests parking in the MLGW parking garage, which will charge a nominal fee, located on the corner of MLK and Front streets (entrance on Front). Several pay-lots do not allow business-day parking and will ticket or tow cars on their lots. We will dismiss schools one at a time after the show based on the location of your bus. Please be sure to get your driver's contact information if they are not staying for the show.

**Theatre Etiquette:** Please make sure all cell phones are off or in silent mode, and are out of sight during the show. It is unlawful to take pictures or record video during the performance. Gum, food, and drinks of any kind are prohibited in the theatre and concessions are not sold at student matinees. Please leave all lunches and snacks off The Orpheum premises.

# Orpheum Theatre Student Matinee Site Info

## Pricing

- ❖ Student admission is \$8 each, or \$6 each for schools that qualify for Title 1 funds
- ❖ Adult admission is \$15 each
- ❖ One complimentary teacher admission will be provided for every ten (10) students.
- ❖ For Special Education classrooms, one complimentary teacher admission is provided for every five (5) students.

## How to Book a Reservation

- 1) Read through the upcoming shows and available dates/times on our website: [www.orpheum-memphis.com/learn-engage/field-trips/student-matinee-series/](http://www.orpheum-memphis.com/learn-engage/field-trips/student-matinee-series/)
- 2) Click “Register for this Field Trip” to open a new registration form.
- 3) Complete the registration form using your contact information and your school’s contact information. You will need to know how many students will attend, as well as how many teachers and parents will attend. These numbers can be slightly adjusted up until two (2) weeks before the show.
- 4) Choose your payment option. If you choose credit card, you will pay the full amount online at the end of your registration. If you choose check, you will need to pay a 20% deposit thirty (30) days prior to the field trip. The final balance must be paid in full fourteen (14) days prior to the field trip.
- 5) Once you submit your registration, you will receive a “Registration Pending” email. After the Orpheum Education Department has reviewed your registration, you will receive a “Registration Confirmed” email, with the policies and procedures attached.

## FAQ

- ❖ **How far in advance do we have to register?**
  - At least two (2) weeks prior to the week of the show.
- ❖ **How do parents sign up to chaperone?**
  - Parents may attend, but they must be included in the school registration under “additional chaperones” at \$15 each and pay in advance with the school. It is highly recommended that parents arrive with the school, or slightly before the school, to ensure they are seated with the group.
- ❖ **Our school can’t write a check for parents, can they pay individually at the door?**
  - Our student matinee shows are not open to the public, so our box office does not sell tickets to these performances. Parents must be included in the school registration. If a school is not allowed to take parent payments, it is recommended that one parent representative collect payments and make one payment to the Orpheum to cover the parent portion of the registration.
- ❖ **Can we pay with a credit card?**
  - Yes. You can pay the full amount when you submit your registration, or you can call Jennifer Douberly, Field Trip Manager, at 901-529-4242 to make a payment over the phone.
- ❖ **How can my students and I get free tickets to a student matinee at The Orpheum Theatre?**
  - The Orpheum Theatre offers you the opportunity to visit for free with the Orpheum Student Matinee Grant! These grants are meant to foster a love of theatre in children and facilitate creativity and literacy. The grant program is open to public and jubilee school classrooms in Tennessee, Mississippi, and Arkansas, and provides a chance for all students, regardless of resources, to

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be exposed to the theatre. You can read more about how to apply here:  
[www.orpheum-memphis.com/learn-engage/field-trips/grant-opportunities/](http://www.orpheum-memphis.com/learn-engage/field-trips/grant-opportunities/)

- ❖ **I was awarded granted tickets from The Orpheum. Do I still need to register?**
  - Yes. You will still complete the online registration form. On the final payment page, you will enter your discount code and it will take off the price of the students. However, if you registered additional parents/guardians, that charge will remain.
- ❖ **Can homeschool groups attend a student matinee?**
  - Yes! We encourage homeschool groups to register together to simplify the process. However, if you are not affiliated with a group, you can still register with “[Your Last Name] Homeschool” as your school name.
- ❖ **Can we request specific seats?**
  - No, groups are seated as they arrive. Schools that request wheelchair accessible seats or other accommodations on their registration will be reserved seats accordingly. However, we cannot honor specific seat requests.
- ❖ **Where can we eat lunch after the show?**
  - There are many restaurants and outdoor picnic options downtown after your trip to The Orpheum! Be sure to check out our “Teacher Resources” page for the most up-to-date options for your group. Please note that The Orpheum cannot provide a designated lunch spot inside the theatre.
- ❖ **How can we tour The Orpheum Theatre?**
  - Tours are available on non-show days. To schedule a tour of The Orpheum Theatre, contact Manager of Rentals & Production Operations, Joy Brown, at 901-529-4234.
- ❖ **Can we take pictures?**
  - Pictures and videos are only allowed before the show begins. However, we ask that you take into consideration the other groups in attendance and do not block the entryways. Once the house lights go down and the show starts, pictures and video are strictly prohibited.
- ❖ **When is the best time for students to use the restroom?**
  - Restrooms are available before, during, and after the show. We ask that you allow your group to be shown to their seats first before using the restrooms. Students must be supervised at all times.
- ❖ **How long are the shows?**
  - Most student matinees are 60 minutes long, however, there are exceptions. Specific information about the shows, including runtime, age group, show summary, and more, can be found on our website here: [www.orpheum-memphis.com/learn-engage/field-trips/student-matinee-series/](http://www.orpheum-memphis.com/learn-engage/field-trips/student-matinee-series/)
- ❖ **Is there a lost and found?**
  - Items left behind after a field trip will be kept at the Halloran Centre’s front desk. Please call the desk at 901-529-4292 to inquire about a lost item. The building is open from 8:00am-5:00pm Monday through Friday.