

Orpheum Theatre Student Matinee Series Policies and Procedures

Payment: A 20% deposit is due at least thirty (30) days prior to the field trip. The final balance must be paid in full no later than fourteen (14) days before the field trip. 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 the performance week. After this date, changes are subject to availability and must be made by calling Jennifer Douberly, Manager of Education Events, at 901-529-4242. Changes requested within two weeks of your performance date may not be possible to accommodate.

Refunds: Payments toward a reservation are non-refundable. 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 with the school's reservation and payment. Tickets to school matinees are not sold in the box office. It is highly recommended that parents arrive with the school, or slightly before the school, to ensure they are seated with the group. 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 Matinee Series shows are general admission and groups are seated as they arrive. Doors will open at least 45 minutes prior to show time. Please plan to arrive at least 30 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 Theatre Group 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, listening devices, ASL interpreter, etc.). Call Jennifer Douberly, Manager of Education Events, at 901-529-4242 with any questions.

Parking/Dismissal: Bus parking is free for Student Matinee Series shows and Orpheum Theatre Group personnel will direct bus drivers. For those arriving in cars, we suggest parking in the MLGW parking garage, which will charge a nominal fee, located on the corner of Martin Luther King Boulevard and Front Street (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 Matinee Series shows.

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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: <https://orpheum-memphis.com/learn-engage/field-trips/student-matinee-series-field-trips/>
- 2) Click “Register Now” 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 at least thirty (30) days prior to the field trip. The final balance must be paid in full no later than fourteen (14) days before 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

- ❖ **What do I need to have when I register?**
 - When registering for a field trip, you will need to provide your contact information, the school’s address and phone number, the grade levels attending, the number of students, teachers, and parents/guardians, any accommodations required (wheelchairs, listening devices, ASL interpreters, etc.), and the day of the show you prefer. This information can be slightly adjusted up until two (2) weeks before the show.
 - At the end of the registration, you will 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 at least thirty (30) days prior to the field trip. The final balance must be paid in full no later than fourteen (14) days before the field trip.
- ❖ **What is your chaperone policy?**
 - 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 with the school's reservation and payment. Tickets to school matinees are not sold in the box office. It is highly recommended that parents arrive with the school, or slightly before the school, to ensure they are seated with the group.
 - 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.
- ❖ **Our school can’t write a check for parents, can they pay individually at the door?**

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- Parents/guardians 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. Our Student Matinee Series shows are not open to the public, so our box office does not sell tickets to these performances.
- ❖ **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, Manager of Education Events, at 901-529-4242 to make a payment over the phone.
- ❖ **When is payment due for a Student Matinee Series field trip?**
 - A 20% deposit is required at least thirty (30) days prior to the field trip to hold a reservation. Full payment is due at least 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.
- ❖ **Can I cancel or change my tickets to a Student Matinee Series show?**
 - Adjustments to ticket numbers and/or cancellations may be made online up to two (2) weeks prior to the performance week. After this date, changes are subject to availability and must be made by calling Jennifer Douberly, Manager of Education Events, at 901-529-4242. Changes requested within two weeks of your performance date may not be possible to accommodate.
 - Payments toward a reservation are non-refundable. Refunds will only be issued if the Orpheum Theatre Group cancels an event. The Orpheum Theatre Group follows Shelby County School system's inclement weather policy, e.g. if Shelby County Schools close for inclement weather, any performance scheduled for that day would be canceled.
- ❖ **How can my students and I get free tickets to a Student Matinee Series show at The Orpheum Theatre?**
 - To receive free tickets, the Orpheum Student Matinee Series offers an arts integration grant program. The grant program provides a chance for all students, regardless of resources, to be exposed to the theatre and support arts-integrated learning through professional development workshops for the teacher that applies and free entry to a field trip at the theatre for their class.
 - Guidelines:
 - The grant program is open to all Pre-K - 12th-grade classrooms in Tennessee, Mississippi, and Arkansas.
 - For teachers to be eligible to apply for a Student Matinee Grant, they MUST attend a free arts integration workshop with Kennedy Center teaching artist, Jamin Carter. Two grant writing workshops will be available on a first come, first served basis to teachers:
 - Saturday, July 14, 2018, from 1-5pm (4-5pm is optional grant writing time)
 - Saturday, July 21, 2018, from 1-5pm (4-5pm is optional grant writing time)
 - All grant recipients must register for their Student Matinee field trip at least 30 days prior to the performance. Note: If recipients do not register within 30 days of the performance, we cannot guarantee your tickets.
 - Grant recipients are required to submit follow up materials and attend an

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additional 2018-2019 Orpheum Theatre Group arts integration workshop, free of charge.

- Shows that qualify are:
 - VOICE POWER! (Grades 1- 5)
 - Infinitus (All Ages)
 - Me ... Jane (Grades 1 - 5)
 - The Rainbow Fish (Grades Pre-K - 2)
- You can read more about how to apply here: <https://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 must still complete the online registration form. In the registration, you will be asked if you received a grant from the Orpheum. When you indicate “Yes- Student Matinee Grant”, the charge for students will be removed. Parents/guardians wishing to attend will still be charged \$15.
- ❖ **Can homeschool groups attend a Student Matinee Series show?**
 - 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 “Homeschool” as your school name. You will receive one free adult per 10 students and all additional adults will be charged \$15.
- ❖ **Can we request specific seats?**
 - No. All seats are general admission and groups are seated as they arrive. We cannot honor specific seat location requests. Schools that request wheelchair accessible seats or other accommodations on their registration will be reserved seats accordingly.
 - Doors will open at least 45 minutes prior to show time. Please plan to arrive at least 30 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.
- ❖ **Where can we eat lunch after the show?**
 - The Orpheum Theatre Group cannot provide a designated lunch spot inside the Orpheum Theatre or Halloran Centre but there are several great options within walking distance of the theatre:
 - Outside: Court Square, Tom Lee Park, WC Handy Park
 - Inside: (These venues are not open to the public, call to make arrangements.)
 - The Center for Southern Folklore
 - The FedExForum
 - Restaurants offering student discounts:
 - Central BBQ
 - Kooky Canuck
 - Hard Rock Café
- ❖ **How do you accommodate accessibility needs?**
 - The Orpheum Theatre Group 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, listening devices, ASL interpreter, etc.). Call Jennifer Douberly, Manager of Education Events, at 901-529-4242 with any questions.
- ❖ **Where do we park for a field trip?**
 - Bus parking is free for Student Matinee Series shows and Orpheum Theatre Group personnel will direct bus drivers.

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- For those arriving in cars, we suggest parking in the MLGW parking garage, which will charge a nominal fee, located on the corner of Martin Luther King Boulevard and Front Street (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.
- ❖ **May I tour the Orpheum Theatre or Halloran Centre?**
 - Yes, tours are available on non-show days for groups of 20 or more. To tour the Orpheum Theatre, call 901-529-4234. To tour the Halloran Centre, call 901-529-4276.
- ❖ **Can we take pictures or videos?**
 - 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 videos 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.