

Orpheum Theatre Student Matinee Series **Policies and Procedures 2019-2020**

Payment: A 20% non-refundable deposit is due at least sixty (60) days prior to the field trip. The final balance must be paid in full no later than thirty (30) days before the field trip. Your registration may be cancelled if payment is not received by then. Payments can be made by credit card, cash, check, 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 thirty days (30) prior to the performance. After this date, changes are subject to availability and must be made by calling Shasta Blue, at 901-529-4242.

Refunds: All deposits are non-refundable. The balance payment is not refundable if your group decides to cancel after four weeks out from the day of your field trip. 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 field trip 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 45 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 accessibility arrangements your group will require (i.e. wheelchairs, listening devices, ASL interpreter, etc.). Contact Shasta Blue, at Blue@orpheum-memphis.com or 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, The Orpheum suggests parking in the MLGW parking garage (which will charge a 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. Please note The Orpheum Theatre Group does not validate or reimburse for parking.

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.