

## SCHOOL GROUP TICKET POLICIES

PLEASE MAKE SURE THAT YOU HAVE READ THROUGH ALL OF THEM COMPLETELY.

- Reservations are required for all school group performances. Reservation requests are being accepted now for the 2006-2007 season. Submit your order online or call the booking office at 713-524-7998.
- Everyone entering the theater must have a ticket, including all teachers and parent chaperones. **The theater does not allow children under the age of 3 (including sleeping babies) into the theater.** Chaperones will be asked to remain in the lobby with any underage child for the duration of the performance.
- School group performances are not public performances. All tickets (including accompanying parents) must be arranged through the school. Individual tickets are not available for school performances. Please do not ask parents to call the theater.
- One complimentary ticket for every ten purchased tickets is provided. Any additional teachers and chaperones are regular price.
- Submission of the group order form is NOT a guarantee of your order. A contract will be faxed to your school for your review and signature. Signed contracts should be returned to the booking office immediately to confirm your reservation. Reservations are not secure unless a signed contract is on file with the booking office. If a performance is sold out, schools may request to be placed on a waiting list in case of cancellations.
- Schools may decrease the number of tickets up to one week (seven days) before your performance and receive a refund. There are no price changes after that date or at the door. No refunds are given for absent students as we are unable to resell the tickets. If this date falls on or near a holiday for your school, you are still responsible for confirming the final number of tickets by this date. Additional tickets are subject to availability.
- **Payment is due three weeks before your performance.** Payments can be made in one or two installments – one payment (half of the balance) due 3 weeks before the performance and the other payment (the remaining balance) due at the door OR one payment (the full amount) due 3 weeks before the performance. Payment can be made in the form of credit card, check, or cash. Payment should be mailed with plenty of time to reach the three week deadline.
- If the school reserves a performance within the 3 week deadline an alternate payment due date will be given. A monetary “down payment” is due for all performances in advance.
- Schools paying by check may submit checks from the school district, the school, PTA or the classroom teacher. We cannot accept checks from parents. Please limit the number of checks per performance to 3.

- Parent chaperones and students that attend are the responsibility of the school. Any problems that may arise will be addressed to the school representative only. It will be up to the school representative to deal with their own chaperones and students.