



## School Performance Terms and Conditions

Each year, more than 60,000 students experience live theatre by attending Children's Theatre of Charlotte productions with their schools. We invite schools to join us for these exclusive weekday matinees, where they enjoy the same professional-quality productions that bring our public audiences delight.

School performances are intended as an affordable educational opportunity for school groups. Unfortunately, we don't permit children under age 4 to attend school performances.

### School Performance Ticket Pricing

2018-19 Season School Ticket Pricing	
Matilda	\$12.00
Last Stop on Market Street	\$10.00
Best Xmas Pageant Ever	\$11.00
Spelling 255	\$9.00
Three Little Birds	\$10.00
Step Afrika	\$10.00
Judy Moody and Stink	\$10.00
Ghost of Splinter Cove	\$10.00
Pete the Cat	\$10.00
Picaro	\$9.00

### Minimums

We require a **minimum of 20 tickets** to reserve a school performance. Groups with 19 or fewer students may contact Arlethia Hailstock, Children's Theatre of Charlotte's school performance coordinator, to discuss options. All guests in attendance with your school group -- including teachers and chaperones -- must be included and paid for in your reservation.

### Invoicing

Once you've submitted your reservation request, your reservation will be processed, pending availability, and we'll send you an invoice as confirmation of your reservation. Please carefully review the invoice for date, time and number of tickets in your reservation.

### Deposit

We require a non-refundable deposit of 25 percent of your estimated total to hold your reservation. For reservations placed between April 16, 2018 and August 24, 2018, deposits are due by Sept. 7, 2018. For reservations made after August 24, 2018, deposits are due two weeks after the reservation has been made.

### Cancellation Deadline

**You may cancel your reservation in full 8 weeks prior to your scheduled performance.**

Cancellations must be submitted in writing to [arlethiah@ctcharlotte.org](mailto:arlethiah@ctcharlotte.org). We're happy to work with you to reschedule your group to another performance if space is available. No cancellations may be made after the deadline. After the cancellation deadline passes, you're responsible for payment for all seats in your reservation.

You may be eligible to receive a deposit refund if you cancel your reservation in writing at least 8 weeks before your scheduled performance. We will not issue refunds after 8 weeks prior to your scheduled performance.

**You may adjust your ticket count by 10 percent up until 4 weeks prior to your scheduled performance.** Cancellations and/or adjustments to your numbers must be submitted in writing to the School Performance Coordinator. Children's Theatre of Charlotte doesn't issue refunds if your school fails to attend your scheduled performance for any reason. Refunds will be issued only if:

- A state of emergency has been declared
- ImaginOn suffers a loss of power and/or heat
- Your school district has canceled school due to cold/weather
- Other conditions as determined by Children's Theatre of Charlotte

If Children's Theatre of Charlotte cancels a school performance, the theatre's leadership will make that decision by 7 a.m. The School Performance Coordinator will make every effort to inform the group leader at the email address and phone number provided in your original reservation request.

### **Final Numbers & Full Payment Due**

A final count for your reservation and payment in full is due at least **4 weeks prior to your scheduled performance**. Your final count must be submitted in writing to [arlethiah@ctcharlotte.org](mailto:arlethiah@ctcharlotte.org).

Payment is due immediately upon reservation if made within eight weeks of your scheduled performance. Children's Theatre of Charlotte reserves the right to terminate any reservations not paid in full by the deadline. If circumstances prevent you from paying on time, please contact the School Performance Coordinator before the balance due date to make payment arrangements. We'll try to accommodate additions to your group after the final numbers deadline, pending availability and additional payment. Groups that violate the terms listed may be required to make payment immediately upon reservation or lose school attendance eligibility.

### **Accepted forms of payment**

1. Check made payable to Children's Theatre of Charlotte
2. MasterCard or Visa (when paying by card over the phone, there is a fee of \$5.36 per transaction)
3. Public School Purchase Order – To hold your reservation, we will gladly accept a purchase order from any public school district for the full amount due in lieu of the deposit.

### **Questions?**

Contact Arlethia Hailstock, School Performance Coordinator, at 704-973-2829 or via email at [arlethiah@ctcharlotte.org](mailto:arlethiah@ctcharlotte.org).