

# STUDENT MATINEE TICKET POLICIES

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

- Reservations are required for all student matinee performances. Submit your order online or call the booking office at 713-524-9196.
- 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.
- **All parents/chaperones/teachers must have a school issued name tag in order to enter the theater. If a chaperone does not have a nametag the contact person must fill one out for the parent in the lobby. No adults without nametags will be admitted to the performance.**
- Student matinee performances are not public performances. All tickets (including accompanying parents) must be arranged through the School/daycare/home school. Individual tickets are not available for these performances. Please do not ask parents to call the theater.
- One complimentary ticket for every ten tickets purchased is provided. Any additional teachers and chaperones are regular price.
- Submission of the on-line booking form is NOT a guarantee of your order. A representative from the booking office will contact you to confirm your order. A contract will be emailed to your school for your review and signature. **Signed contracts should be returned to the booking office within (1) one week to confirm your reservation.** Reservations are not secure unless a signed contract is on file with the booking office.
- Schools may decrease the number of tickets up to four weeks before the 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 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.
- **All groups under 9 are required to pay for their reservation at the time of booking.**
- If the school reserves a performance within the 3-week deadline an alternate payment due date will be given. 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 his or her own chaperones and students.
- Inclement weather/"Act of God" – If a performance is cancelled due to inclement weather or any "act of God" then a performance credit will be provided for an alternate show. There are no refunds for performances cancelled due to inclement weather or "any act of God".