



Wortham Center for the Performing Arts **MATINEE POLICIES**

Thank you for bringing your group to a Matinee at the Wortham Center for the Performing Arts! In preparation for your trip to the center, please review the following policies and check the corresponding box on your order form.

PAYMENT

- **Groups of 10 or fewer** people are required to pay in full at the time of reservation.

- **Groups of 11 or more** people are required to pay in full 3 weeks prior to the performance. A \$1.00 per student non-refundable deposit is due at the time of reservation. Deposit amounts will be applied to the remaining balance. Teachers receive 1 free seat for every 10 paid seats. (The complimentary ticket is intended for teachers within a large group only and does not apply to other chaperones or parents attending with your group.) All others pay the listed student price. If payment is not received by your due date, the Wortham Center reserves the right to release your seats to schools on the waiting list.

No refunds are offered after the due date except in the case of a snow day*.

APPROPRIATE AGE/GRADE/DEVELOPMENTAL LEVELS

When possible, an age or grade recommendation is listed. These guidelines are based on information about the show provided by the producing company. The final decision about appropriateness is left up to the teacher or parent. Your students should be able to sit reasonably still and quiet without disturbing the performance or other audience members. Please note that children under 2 years of age are not permitted at Matinees.

COMMUNICATION

The contact person listed on the reservation form is responsible for communicating information provided in this document, and in follow up emails or calls from the Wortham Center, to all adults and children in their group.

ARRIVAL TIME

Plan to arrive and check in at the center at least a half hour prior to the start of the performance. Tardy arrivals may cause the performance to start late and, consequently, may delay your return to school. If you are running late, please call the Box Office at 828-257-4530 to let us know when to expect you.

SEATING POLICY

Diana Wortham Theatre at the Wortham Center is an intimate theatre with roughly 475 useable seats in an orchestra, balcony and mezzanine section. Some Matinees have extensive waiting lists. The theatre is filled to capacity to allow as many students as possible to see a performance. **Matinee Seating is not assigned on a first come, first served basis.** It is not possible to seat groups in requested areas or levels. Every effort is made to place groups in the best possible seating and to keep your group as consolidated as possible. Staff cannot move groups, and the theatre does not offer refunds in the case that you are unsatisfied with your seats.

SPECIAL NEEDS

Diana Wortham Theatre and the Wortham Center are wheelchair accessible with an elevator and several seating spaces for students in wheelchairs. Audio loop technology is available in the theatre for the hearing impaired. It is imperative that teachers inform management of any special needs when you make your reservation so that we may adequately prepare and assign seating.

BEHAVIOR

Teachers, parents and other chaperones are responsible for student behavior while at the Wortham Center for the Performing Arts. An appropriate number of adults must attend students at all times. We want you to have a great time at the performance and encourage involvement such as laughter, clapping and audience participation when appropriate. However, students who are disruptive will be asked to leave by an usher or by Wortham Center management. No refund will be offered in this case.

***IN CASE OF SNOW**

If you are scheduled to come to the Wortham Center during the winter months, your contract may list a snow date. If your school is cancelled and you have a snow date in your contract, all monies and contractual obligations will be transferred to that date. If a snow date is not offered and school is cancelled in your district, your money, including deposit, will be refunded minus a \$25 registration fee. Home school groups are subject to the snow days called in their district.

Need more information?

Please refer to the Matinee page at www.worthamarts.org for an extensive list of Frequently Asked Questions, or e-mail boxoffice@worthamarts.org or call 828-257-4530, ext. 1.