

Civic Theatre of Allentown School and Organization Matinee Agreement (edited 3/27/2018) page 1 of 2

1. Every student/child audience member is priced at \$8 each. For every group of 10 students, 1 adult ticket will be granted for free. For example: 1-10 Students = 1 free adult, 11-20 students = 2 free adults, etc. Each additional adult will be charged at \$8 each.
2. A deposit of in the amount of \$100 or 15% of the total order, **whichever amount is higher**, will be due no later than the date specified on the invoice addressed to the Contact Person of the group sale (dependent on the date of reservation). Failure to submit this deposit will result the group's reservation to be released to the Waiting List. **This deposit is non-refundable.**
3. All seats are granted on a first come, first serve basis. Seating arrangements are created by Box Office Manager Kelcie Kosberg in order to accommodate all attending groups.
4. All headcounts will be submitted to the Civic Theatre of Allentown Box Office Manager Kelcie Kosberg no later than Monday, November 26, 2018. After this date, any open spots will be released to the Wait List. Changing a head count after November 26 does not guarantee extra seats will be available.
5. Full payment must be received by Friday, November 30, 2018.
6. Information including parking information, bus passes, and performance protocol will be sent to the Contact Person of the group sale on or around Friday, November 16, 2018. A response to this email is expected to be received by the Contact Person of the group sale no later than Monday, November 26, 2018 with all requested information provided.
7. Attendees of 9:00 am performances are expected to arrive at the 19th Street Theatre between 8:30-8:45 am. Attendees of 12:00 pm performances are expected to arrive at the 19th Street Theatre between 11:30-11:45 am. In order for the day to remain on schedule, performances must start on time. The start of the performance will not be delayed for late comers. Late arrival to the performances runs the risk of the group being denied entrance into the performance until intermission, approximately 55 minutes into the performance.
8. Civic Theatre staff and volunteers will greet every bus as they arrive to the 19th Street Theatre, all passengers on the bus will wait until they are permitted inside by Civic Theatre staff and volunteers to receive their seating arrangement.
9. All audience members are expected to remain seated when the performance ends, and wait patiently to be dismissed by Box Office Manager Kelcie Kosberg. **Whether the mode of transportation is bus, car, or walking, each group will be dismissed over the loud speaker.** If you need to be dismissed first, for reasons including but not limited to a far distance to travel back to school or accessibility needs of a student, please contact Box Office Manager Kelcie Kosberg no later than Monday, November 26, 2018 (see 10. below), when dismissal order will be finalized.
10. Accommodation requests must be submitted to Civic Theatre of Allentown Box Office Manager Kelcie Kosberg no later than Monday, November 26, 2018. This includes, but is not limited to, accessibility needs for students, requests for listening assistance devices, requests for specific seating based on the needs of a student, and requests for first dismissal. Submitting accommodation requests after November 26 will not guarantee all requests can be granted.

REFUND POLICY:

- \$100 or 15% deposit: **No Refund.**
- Payments for Balance made before November 16, 2018 (two weeks prior to due date): **Full refund minus deposit**
- Payments for Balance made between November 17, 2018 and November 30, 2018: **No refund.**

Refunds will not be granted on the day of the performance for reasons including but not limited to late arrival, no-shows, or last minute changes to the head count.

SNOW POLICY:

Civic Theatre of Allentown will only cancel performances due to snow when the governor declares a State of Emergency. Refunds for ticket payments cannot be granted, but school groups can opt to attend the Civic Theatre School's April school matinee of *The Lion King JR* at no charge. Information will be sent approximately 2 months prior to the performance

I have fully read and understand the agreement stated above:

Name _____ Signature _____ Date _____