



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.

Covid-19 Protocol

Because Children's Theatre of Charlotte makes its home inside of ImaginOn, a children's branch of the Charlotte Mecklenburg Library, staff and patrons of CTC must follow Covid-19 protocols as mandated by the county. Currently, masks are required to enter ImaginOn and must be worn for the duration of your visit. Please bring your mask and wear it throughout your time in our building. This document will be updated as the county's Covid policies change.

Should there be a positive case or close contact in your classroom and quarantining becomes necessary, the following policy will apply:

If it is 8 weeks or more prior to the date of your show, we will gladly offer a full refund. If it is less than 8 weeks prior to the date of your show, we will issue your school a credit for the cost of the field trip. This credit can be used this season or in a future season.

School Performance ticketing and reservations

School performances are intended as an affordable educational opportunity for school groups. **For that reason, we do not permit to school performances:**

- **children under age 4**
- **additional attendees such as siblings or other family members who are not students in the classes attending the field trip**
- **chaperones who have not paid for attendance through the teacher reservation**

2021-2022 Season School Ticket Pricing	
Tomas and the Library Lady	\$13
Dragons Love Tacos	\$13
One Noble Journey: A Box Marked Freedom	\$13
Shrek the Musical	\$16

Minimums

We require a minimum of 20 tickets to reserve a school performance. Please note: self-contained classrooms for exceptional children will be exempted from the 20-ticket minimum. Other groups with 19 or fewer students may contact Arlethia Hailstock, Children's Theatre of Charlotte's school performance coordinator, to discuss options (contact info below). All guests in attendance with your school group – including chaperones – must be included and paid for in your reservation. Two teacher tickets will be made available at no charge for each traditional kindergarten classroom. One teacher ticket will be made available at no charge for each traditional 1st-12th grade classroom. Homeschool parent-teachers, please see below.

Home School Groups

For homeschool groups meeting the 20-ticket minimum, one ticket will be made at no charge per each block of 19 paid tickets.

For homeschoolers who do not belong to a co-op or who need to book outside of their co-op, there will be one performance during the run of each title where homeschoolers can book for individual families or groups smaller than 20. Tickets will be priced the same as all other school performances, but no free tickets for teachers will be offered.

Performances not requiring a 20-ticket minimum are:

- Tomas and the Library Lady – Wednesday, Feb 2 @ 9:45am
- Dragons Love Tacos – Wednesday, Feb 16 @ 9:45am
- One Noble Journey: A Box Marked Freedom – Wednesday, March 23 @ 9:45am
- Shrek the Musical – Tuesday, April 19 @ 9:45am

Invoicing

Once you have 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 show title 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. Deposits are due two weeks after the reservation has been made. For all public school districts, a purchase order for the full amount of your reservation will be accepted as a promise to pay in lieu of the deposit.

Cancellation Deadline

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

Cancellations must be submitted by email to 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 refund of your deposit 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 reduce your ticket count by 10% up until 4 weeks prior to your scheduled performance.

Cancellations and/or adjustments to your numbers must be submitted by email to arlethiah@ctcharlotte.org. Children's Theatre of Charlotte does not 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 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@charlotte.org.

Payment is due immediately upon reservation if made within 4 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 count 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. Please submit your purchase order by the deposit due date.

If you have questions, please contact Arlethia Hailstock, School Performance Coordinator, at 704-973-2829 or via email at arlethiah@ctcharlotte.org.