



## STUDENT MATINEE POLICIES AND PROCEDURES

### Reservations

- Please fill out the digital [Student Matinee Reservation Request Form](#).
- Submission of a Student Matinee Reservation Request Form is not a guarantee of a reservation. If Fantasy Playhouse Children's Theater & Academy (FPCTA) is able to accommodate your request, a Reservation Confirmation will be sent via email at our soonest convenience.
- If you do not receive a Reservation Confirmation please contact us at [FieldTrips@fantasyplayhouse.com](mailto:FieldTrips@fantasyplayhouse.com).
- A minimum group size of 10 is required to make and maintain a reservation for a Student Matinee performance.
- All Student Matinee Productions take place at the VBC Playhouse, 700 Monroe St. SW Huntsville, AL 35801. Schools/Organizations arriving by car will be responsible for finding and paying for parking in the city or VBC lots/garages. Please stay tuned for bus drop off and pick up procedures. We will contact your group lead with this information.

### Tickets

- Tickets for Student Matinee performances are \$10 per person for educational groups of 10 or more.
- FPCTA provides 1 complimentary ticket for Accompanying Adults per 10 students. (ex: A class of 20 would be allowed to have two accompanying adults free of charge)
- All Student Matinee sales are final. **Paid tickets cannot be refunded or exchanged.**
- FPCTA does not provide refunds or exchanges for unused tickets. FPCTA does not provide refunds or vouchers for anyone absent on the day of performance.
- Tickets cannot be resold for profit or transferred to another performance date or time.
- Included with the price of tickets is a study guide for each student that helps to relate the performance to Alabama Core Curriculum.

### Final Numbers/Cancellation Deadline

- Adjustments to your final reservation numbers may be made no later than **two weeks prior to performance**, also known as the Final Numbers/Cancellation deadline. All requests for adjustments to final numbers or cancellations must be submitted in writing and are subject to availability.
- After the Final Numbers/Cancellation deadline passes, you are responsible for payment for all seats in your reservation.
- If you find you need additional seats after the Cancellation Deadline, please email [FieldTrips@fantasyplayhouse.com](mailto:FieldTrips@fantasyplayhouse.com) and we will fill requests on a first come first serve basis, if available.
- Final Numbers/Cancellation Deadlines for FPCTA's Student Matinee Productions are:
  - Jungle Book Oct 12th 2023 at close of business (5pm)
  - A Christmas Carol Nov. 22nd 2023 at close of business (5pm)
  - Rapunzel and the Beanstalk Feb 8th at close of business (5pm)
  - Space Monkeys: The Adventures of Baker and Abel May 2nd at close of business (5pm)
- If you would like to book a student matinee performance after the Final Numbers/Cancellation Deadline for a particular show has passed, please email [FieldTrips@fantasyplayhouse.com](mailto:FieldTrips@fantasyplayhouse.com) to check availability.

### Payment

- Payment is due in full two weeks prior to performance via check, credit card, or cash.
- Invoices will be emailed to your Group Lead Contact.
- Reservations unpaid upon deadline may be released at FPCTA's discretion and may forfeit any tickets reserved.
- There will be a \$30 fee for any checks returned by the bank.
- Refunds will be issued only if FPCTA cancels a performance. Groups will be notified in advance of any cancellations.

### COVID-19 INFORMATION

The health and safety of our staff, families, and audiences remains our number one priority. Masks are currently optional for in-person programming at Fantasy Playhouse Children's Theater & Academy (FPCTA). This includes programs at the VBC Playhouse. Due to the ever-evolving nature of COVID-19, this policy is subject to change and may fluctuate from "masks optional" to "masks required" at any time during the duration of our 2023-2024 Season. No refunds are granted due to policy changes. Patrons that are not feeling well, have tested positive, or have potentially been exposed to COVID-19, or if anyone in their immediate family has been exposed or tested positive, should stay home for at least 5 days. Please notify FPCTA if you or a family member have been exposed or diagnosed. There is an inherent risk of exposure to COVID-19 in any public place or group gathering. This includes Fantasy Playhouse Children's Theater and Academy in-person programming. While we have taken the fullest safety measures possible to reduce the risk of exposure and infection, by participating in our in-person programming, you voluntarily assume all risks related to exposure to COVID-19 and any of its variants.

Despite the significant challenges Covid-19 has presented, we are so thankful for this resilient, loving community. As we move forward and navigate through this pandemic, we thank you as always for your patience and cooperation.

All programming and procedures are subject to change due to the COVID-19 Pandemic.

Please reach out to [FieldTrips@fantasyplayhouse.com](mailto:FieldTrips@fantasyplayhouse.com) with any additional questions.