

POLICIES AND FREQUENTLY ASKED QUESTIONS

TICKET PRICES, CHAPERONES, AND BUS DRIVERS

Student and chaperone admissions are \$7 unless otherwise noted or a scholarship is awarded.

These fees help pay artists' fees and production costs; we strive to keep our prices low with the generous assistance of Weidner Center (WCPA) Members and Sponsors. One complimentary teacher/chaperone ticket will be available for every 15 student tickets purchased (see Chaperone Recommendations). Extra chaperone tickets may be purchased ONLY to fulfill the field trip requirement for your school. WCPA reserves the right to limit an excessive number of paid chaperones. Performances are scheduled as educational experiences for school groups. Excessive chaperones decrease the number of seats available for students. Bus drivers will be able to watch the performance as space permits on the day of the show, unless they reserve a paid ticket with your group order.

RESERVATIONS AND PAYMENT

No deposit is required with your show reservation. You will receive written confirmation of your reservation and a purchase agreement within two weeks. If you are unsure of the number of students attending a particular performance, you may estimate that number on the order form. We will allow a variance of up to 15% on the number of seats ordered. It is best to estimate a little higher in case a show sells out. Requests for extra student seats will take precedence over requests for extra adult seats. Only the registration contact may make changes to the order. We cannot add additional parents/chaperones to a registration without the permission of the school. After you receive your purchase agreement, sign and return it to the Weidner Center no later than TWO WEEKS after you receive it. If the quantity has changed, please indicate the change on the agreement. Full payment is due no less than FOUR WEEKS prior to the event or your seats may be released. After the payment is received, reductions cannot be made to your reservation. These numbers are final. No additions may be made less than one week prior to the performance date and all seats must be paid in full. Payment will be accepted by check, money order, or credit card (VISA, MasterCard, Discover). Cash payments or orders by telephone are not accepted. Reservations accepted by fax, mail, or online only. See the Registration Form for details.

Registration Forms and Payments can be sent to: Weidner Center – Education
2420 Nicolet Drive
Green Bay, WI 54311

CONFIRMATION AND STUDY GUIDE

The contact person for your group will receive a confirmation letter, map, and web link to a study guide three to four weeks prior to the performance. The study guide will supplement your classroom curriculum and assist in preparing your students for a positive theatre experience.

If you require a printed copy of the Study Guide, please let us know.

TICKETS AND SEATING

No printed tickets are issued. Ushers will seat your group according to the seating chart completed by WCPA. It is our priority to keep all students together with their school group and provide services for students with special needs. Therefore, seating is determined by a number of factors including date of registration, special needs, and grade level. Latecomers will be seated at the discretion of the staff so as not to disrupt the performance.

REFUNDS

Refunds or exchanges will only be honored if an event is canceled by WCPA or if your school is closed by your district on the day of the performance. Because we are unable to resell reserved seats, no refunds will be issued for unused seats on the day of the performance, including student illnesses. If the performance you register for is sold out, you will be notified and given the option of selecting another performance with availability.

ARRIVAL, RUNNING TIMES, AND DISMISSAL

Please arrive no earlier than 30 minutes and no later than 10 minutes prior to the event. Note that the running time listed for each performance is for the performance only, and times are approximate. When scheduling buses, please take into account the

added time necessary for dismissal from the theatre and getting your students loaded on the buses.

ACCESSIBILITY

WCPA strives to make the arts available to everyone. We offer many services for patrons with special needs, including wheelchair-accessible seating, phonic ear assistive listening devices, limited vision accommodations, and American Sign Language. If you have students who require special services, you must indicate this on the registration form in order to ensure accommodation. Upon request, appropriate performances will be interpreted in American Sign Language (ASL). Requests for wheelchair seating will be filled first-come, first-served.

HOME SCHOOLS AND FAMILIES

WCPA is pleased to offer programs to area home schools and families. Please be advised that audience members must be at least four years of age, and every audience member must have a paid seat. Full payment must be received a minimum of FOUR WEEKS prior to the performance or your seats will be released. Home School families will not receive refunds or payment transfers unless a performance is canceled or there is inclement weather. If schools in your area are closed and you are unable to make it to a performance due to inclement weather, you must notify the education department within one day of the performance in order to receive a full refund or transfer.

LUNCHES

Food is not permitted in any Weidner Center space during educational performances. Please leave lunches on your school bus or at school. There are no vending machines or areas to purchase food and drink inside of the building.

AGE MINIMUM

The Weidner Center recommends that participants be at least four years of age. Your compliance with this recommendation is greatly appreciated. All individuals, regardless of age, must have a ticket.

SCHOLARSHIPS

A limited amount of financial assistance is available for schools demonstrating need on a first-come, first-served basis. Scholarship applications are available on our website or by calling WCPA at (920) 465-5100. The scholarship form must accompany your completed registration form. Schools receiving a scholarship will be determined on a case-by-case basis. Scholarships cannot be applied to a confirmed reservation.

CHAPERONE RECOMMENDATIONS

The Weidner Center recommends one chaperone for every 15 students, and we will provide one complimentary chaperone admission for every 15 student seats purchased. Other necessary chaperones pay the same price as students. Remember, the purpose of the series is an educational experience for learning students. Please follow the example on the registration form.

Number of Students	Number of Chaperones Recommended
15 - 29	1
30 - 44	2
45 - 59	3
60 - 74	4
75 - 89	5
90 - 104	6
105 - 119	7
120 - 134	8
135 - 149	9
150 - 164	10
165 - 179	11
180 - 194	12

* Bold numbers indicate how many student seats must be purchased in order to receive that number of free chaperone (1 free chaperone/15 students).