



## CTM Student Matinee Policies Public & Private Schools

**SEAT HOLD PROCESS.** After making your seat hold request, CTM will send a confirmation email with details about deadlines to submit your final numbers and a non-refundable 50% deposit by 90 days prior to your intended performance date. Your seats will not be finalized until we receive your final numbers and deposit. Once CTM has received the that, you will be issued a final invoice due 30 days prior to the performance.

**CHANGES TO RESERVATION.** All final numbers and deposits must be returned as soon as possible but no later than 90 days before your performance date. Once you have submitted both numbers and deposit, you will be issued a final invoice. Once your final invoice is sent, it is our expectation that your attendance commitment is upheld. At this point...

- Your final number of seats **cannot decrease by more than 20%** of the total provided on the Student Matinee Final Numbers Form submitted.
- Any seat cancellations within that 20% must be subtracted **at least 30 days before** your performance. Refunds are not available for students or chaperones absent due to illness or conflicts on the day of your performance.
- Seats may be added up to **15 days before** your performance. This is subject to seating availability.

**PAYMENT.** Invoices are created and provided once CTM has received your initial seat request form. 1<sup>st</sup> payment (50% non-refundable deposit) is due 90 days prior to your performance and full payment is expected thirty (30) days prior to your performance and is welcomed earlier. Exceptions for later payment can only be made with approval from CTM.

**APPROXIMATED PAYMENT CALCULATION** The estimated amount presented in the initial email, which is the basis for the 50% non-refundable deposit, is calculated as such:

- \$9/Student - 1 FREE Educator/20 student - Free/Reduced [based on DPI Report Card] = **Approx. Price**  
\*\*Final Invoice will be based on the final numbers submitted [minus] the 50% deposit already given.

**CANCELLATION POLICY.** After submitting your Seat Hold Request form, schools are allowed to cancel up to the 90-day deadline. Once final numbers and a non-refundable deposit is received, cancellation requests are only honored on a case-by-case basis. The request for such must be made in writing **at least 45 days** in advance, or a waiver of the final invoice will not be considered. A cancellation request within 45 days of the performance will only be considered in the case of extenuating circumstances at the discretion of CTM; otherwise, any cancelling school or group is responsible for paying the remaining amount listed on their final invoice (or most recent adjusted invoice).

**SCHOOL CLOSURE / WEATHER POLICY.** In the event of a school closure/delayed opening due to inclement weather, or if the Overture Center or MYArts needs to cancel a performance, seats will be rescheduled, exchanged, or refunded. Reservations cannot carry over into the next season.

**PHOTOGRAPHY IS PROHIBITED DURING THE PERFORMANCE.** This includes before and after the performance as well as during intermission. **At no time are audience members allowed on the stage or around the set.** If you would like group pictures, staff will be happy to assist you in the lobby.

**DAY-OF-SHOW INFORMATION.** Directions to Overture Center or MYArts, parking info, and the FAQ can be found on the CTM website ([www.ctmtheater.org](http://www.ctmtheater.org)). If you need any other information not found there, contact the Student Matinee Coordinator (e-mail: [matinees@ctmtheater.org](mailto:matinees@ctmtheater.org) OR call 608.255.2080 x 107).



## CTM Student Matinee Policies Homeschool & Digital School Groups

**RESERVATION PROCESS.** After making your reservation, the student matinee coordinator will send you an invoice via e-mail.

**PAYMENT.** Your payment due date is based on the size of your group. Exceptions for later payment can only be made with approval from CTM.

Group Size	Payment Deadline
15 and Under	Within 7 days of initial reservation
16+	30 days before your scheduled performance

**CHANGES TO RESERVATION.** Once you have made a reservation, you are free to make changes up until your payment due date. Before payment is made you need to note the following:

- Your final number of seats **cannot decrease by more than 20%** of the total provided in the initial reservation.
- Any seat cancellations within that 20% must be subtracted **before payment is made**. Refunds are not available for students or chaperones absent due to illness or conflicts on the day of your performance.
- Seats may be added to your reservation up to **15 days before** your performance. This is subject to seating availability.

**CANCELLATION POLICY.** Refunds or excused payments for cancellation are only offered on a case by case basis. The request for such must be made in writing or e-mail at least **45 days** in advance, or no refund can be given. Otherwise, any cancelling group is responsible for paying for 80% of the reservation total listed on their most recent adjusted invoice.

**AGE LIMITS.** All attendees must be over the age of three. We understand this puts a strain on some homeschool families as many have young children in the home and may allow a few exceptions. If you plan on bringing a child under the age of three to the performance, it **must be approved by the Student Matinee Coordinator**. You will be placed on an aisle and expected to leave the theater with your young child if they are disruptive to the performance. There are monitors in the lobby where you may continue watch the show. If you are coordinating for multiple families, please make sure all adults in your group are aware of this policy.

**SCHOOL CLOSURE / WEATHER POLICY.** In the event that The Overture Center or MYArts needs to cancel a performance, or if the school district in your area is closed due to inclement weather, seats will be rescheduled, exchanged, or refunded. Reservations cannot carry over into the next season.

**PHOTOGRAPHY IS PROHIBITED DURING THE PERFORMANCE.** This includes before and after the performance as well as during intermission. **At no time are audience members allowed on the stage or around the set.** If you would like group pictures, staff will be happy to assist you in the lobby.

**DAY-OF-SHOW INFORMATION.** Directions to the Overture Center or MYArts, information on parking, and answers to frequently asked questions can be found on the CTM website ([www.ctmtheater.org](http://www.ctmtheater.org)). If you need any other information not found there, contact the Student Matinee Coordinator (e-mail: [matinees@ctmtheater.org](mailto:matinees@ctmtheater.org) OR call 608.255.2080 x 107).