

The Des Moines Community Playhouse School Matinee Policies

RESERVATION PAYMENT POLICY

1. **If the reservation is made more than 30 days before the performance** there are 2 ways to guarantee the number of seats you wish to reserve: (choose one option below)
 - Send in a 50% deposit (cash, check or credit card) with your signed contract. The remainder of the amount is due 30 days prior to performance
OR
 - Send in a purchase order with your signed contract. Payment of purchase order and full payment for all seats reserved is due 30 days prior to performance. **NOTE:** Purchase orders will not be considered payment – actual payment by cash, check, or credit card must be made 30 days prior to performance
2. **If the reservation is made less than 30 days prior to performance** full payment is due within one week of reservation.

SPECIAL NEEDS (this section requires advance notice)

- The Playhouse has accessible seating however many seats require stairs. Please account for both students and adults attending when considering seating needs. An ASL interpreted performance may be requested as well. Please call me if you would like the Playhouse to provide an interpreter. We typically require a minimum of 6 weeks for this arrangement.

FREE AND REDUCED LUNCH TICKET PROGRAM

- The Playhouse offers an opportunity for students eligible for the Free and Reduced lunch program to attend school matinee productions free of charge. Please note this program is limited and the Playhouse may not be able to fill the total number of free seats requested. After reservations are made and free/reduced tickets are reserved, groups may not increase the number of free/reduced tickets.

CANCELLATION AND ADJUSTMENT POLICIES:

- A reservation must be cancelled 30 days prior to the performance to receive a full refund
- Any reservations cancelled less than 30 days prior to performance will forfeit all deposits/payments made by cash/credit/check/money orders or purchase orders.
- If you need to change your reservation to add more tickets/seats, the Playhouse will make every effort to accommodate your request. However, many performances fill quickly and additions may not be possible.
- If you need to change your reservation to fewer seats, you must do so no later than 30 days prior to performance. 30 days prior to the performance, your group becomes responsible for payment for all reserved seats regardless of attendance at the production.

LATE SEATING AND NO SHOWS

- The Des Moines Community Playhouse begins performances on time. Late arrivals will be seated at an appropriate time in the performance, at the discretion of Playhouse staff. No refunds will be issued in the event that a school or group arrives late or does not attend their scheduled performance. No refunds or exchanges will be issued in the event of unused seats due to absence, illness, etc.

ARRIVAL TIME

- Please be sure that your buses are scheduled to ensure your arrival at the theatre no later than 20 minutes prior to the scheduled start time.

INCLEMENT WEATHER

Although rare, The Playhouse does sometimes cancel a school matinee performance due to inclement weather. We will notify groups via email. If your performance is cancelled, we will make every effort to reschedule your group in an alternate performance. If we are unable to find a suitable alternate performance, your tickets will be refunded. In the event we hold a performance as scheduled but your group is unable to attend, every effort will be made to find an alternate performance for you. Otherwise, a credit will be kept for future use.