



## HOT Season for Young People Policies 2010-2011



**Admission:** Student admission prices for performances are \$7.00 each. Each group must purchase a minimum of 10 seats. These are not public events; no tickets are sold at the box office. All chaperone reservations must be made by the contact teacher at the time of reservation.

**Making Reservations:** Reservations open on August 4, 2010. You may make a reservation for your group online at [www.tpac.org/hotreservations](http://www.tpac.org/hotreservations) or by phone. Contact Cassie LaFevor at (615) 687-4288 for more information.

**Seating and Tickets:** All seating is pre-arranged by sections in the theater. Seating assignments are based on the date full payment is received, special needs, age of students, and time of arrival. Paper tickets are not distributed. You will be seated as a group when everyone in your group has arrived.

**Free Teachers/Chaperones:** One adult may attend free of charge for every 10 students. Additional adult seats may be purchased at the student rate of \$7.00. Chaperone seats must be reserved by the group's contact teacher. Parents who call TPAC directly will not be permitted to reserve seats.

**Payment:** Invoices are mailed to schools approximately 10 weeks prior to the performance. **Payment in full is due four weeks prior to the performance.** Seating assignments are based on the date full payment is received. Payment may be made by check or credit card and submitted with the color copy of your invoice. Payments may be mailed to:  
TPAC Education  
Attn: Cassie LaFevor  
PO Box 190660  
Nashville, TN 37219

Credit cards are accepted by phone at (615) 687-4288. Please **do not email** your credit card information.

**Payment Extensions:** Payment is due 4 weeks prior to the performance. Payment extensions are at the discretion of the HOT Manager. A credit card number or deposit of 20% will be required to hold a reservation. The credit card will not be charged if payment is received before or on the day of the performance. Please note that if seats are held by a credit card or deposit, you are responsible for the number of seats reserved by the payment deadline.

**Cancellations:** Cancellation of your reservation must be made in writing **at least six weeks** before your scheduled performance date. Failure to cancel on or before this deadline may result in a cancellation charge to your school.

**Refunds:** Once an invoice is paid, a refund cannot be issued. Refunds are not issued due to student illness, absence, transfer, or dislike of a performance. See also Inclement Weather.

**Last-Minute Reservations:** Payment deadlines for reservations made between six weeks and one week prior to the performance will be determined on a case-by-case basis.

**Adding Seats to a Reservation:** If you need to INCREASE your seats after you have made your reservation and/or payment, please contact the HOT Manager. Seats will be added to the reservation based on availability. Additional seats must be paid for by the day of the performance. If there is no availability, additional seats may be placed on a waiting list.

**Decreasing Reservation Numbers:** If you need to DECREASE the number of seats in your reservation, you must do so BEFORE payment is made. Please note that if seats are held by a credit card or deposit, you are responsible for the number of seats reserved by the payment deadline. Once we receive payment for a final number of seats, a refund cannot be issued. Refunds are not issued due to student illness, absence or transfer.

**Performance Guidebooks:** HOT Guidebooks will be mailed approximately 6 weeks prior to the performance so that groups may be fully prepared for their experience. Guidebooks are also available for download in a PDF format on our website: [www.tpac.org/education/hot/guidebooks.asp](http://www.tpac.org/education/hot/guidebooks.asp). Additional copies of printed guidebooks may be requested until supplies run out.

**Accessibility:** With advance notice, we can arrange special assistance to enter the building and any special seating required. We can also provide hearing devices, or schedule your group to attend a sign language interpreted performance. In addition, selected performances may be audio described for visually impaired students. Please advise us of special needs prior to your visit by noting them on your invoice or by calling (615) 687-4288. Audio Description and American Sign Language interpretation require 14-day advanced requests.

**Availability of Shows:** Performance availability is constantly changing. For updated availability, call Cassie LaFevor at 615-687-4288. If you are on the waiting list, you are under no obligation to pay for tickets until you have been moved from the waiting list into a particular performance.

**Policies continued on next page →**



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**Recommended Grade Level:** TPAC Education carefully considers grade level recommendations to ensure the best experience for everyone. If you would like to reserve seats for a group outside of these recommendations, please contact the HOT office to discuss the performance content.

**Babies and Young Children:** HOT performances are intended for school-age children. We discourage bringing children ages 3 and under. At any time if a child becomes disruptive, please be considerate of others and exit the theater promptly. We reserve the right to ensure that all patrons have an enjoyable experience.

**Behavior Policy:** Teachers are expected to inform their students of appropriate behavior prior to arrival at TPAC. Theatre etiquette policies are mailed with the Guidebooks. If students are disruptive, TPAC staff reserves the right to prevent the student or students from entering the theater or remove the student or students from the theater. We request that teachers and chaperones sit amongst the students to monitor behavior during the performance.

**Bus Drivers:** Bus drivers may attend HOT performances at no charge. Please include his/her reservation in your free chaperone number. If you do not know in advance, please inform the HOT Manager on the day of the performance and we will seat him/her as seating allows.

**Bus Parking:** Bus parking will be determined by TPAC staff. Parking and directional information will be mailed to contact teachers along with the guidebooks. Bus drivers should follow the direction of the TPAC bus parkers. **Do not allow your students to get off the bus until directed to do so by the TPAC bus parkers.**

**Personal Parking:** Personal vehicle parking is not provided by TPAC. Daytime weekday parking fills up quickly. A downtown parking guide is available on our website:  
<http://www.tpac.org/education/forms.asp>.  
Availability and rates are not regulated by TPAC and may change; please arrive early to allow time for parking.

**Inclement Weather:** The Vice President of TPAC Education reserves the right to cancel a show due to weather related occurrences. However, in most cases, the show will go on even if only one school is able to attend. If a show is cancelled due to weather, TPAC will attempt to offer available make-up days. If that is not possible, TPAC will offer a refund or apply the funds to another upcoming HOT production.

**Subsidies (Scholarships):** Tickets for student performances are \$7.00 each, but don't let a lack of resources keep you from participating in the HOT Season for Young People. Student ticket subsidies are available for HOT performances. Please submit your request by mail or email stating the percentage of students enrolled on the free and reduced lunch program. Ticket subsidies are not based on Title 1 designation. Email [clafevor@tpac.org](mailto:clafevor@tpac.org).

**Travel Grants:** Any school traveling outside of Davidson County may apply for assistance of up to 50% reimbursement of travel costs. The Travel Grant Application can be found online at [www.tpac.org/education/forms.asp](http://www.tpac.org/education/forms.asp). Reimbursements will be distributed after the performance and once all necessary forms have been turned in to TPAC.

**Please contact (615) 687-4288 or [clafevor@tpac.org](mailto:clafevor@tpac.org) with any questions regarding the HOT Season for Young People.**