



## HOT Season for Young People Policies 2011-2012



**Admission:** Student admission prices for performances are \$8.00 each. Each group must purchase a minimum of 10 seats.

**Tickets:** HOT shows are not public events; no tickets are sold at the box office. All reservations must be made by the contact teacher at the time of reservation, including chaperones and bus drivers. Parents who call TPAC directly will not be permitted to reserve seats.

**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 \$8.00. All reservations must be made by the contact teacher at the time of reservation, including chaperones and bus drivers. Parents who call TPAC directly will not be permitted to reserve seats.

**Seating:** All seating is pre-arranged by sections. Seating assignments are based on the date full payment is received, special needs, age of students, and arrival time. You will be seated as a group when everyone in your group has arrived.

**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. Please mail checks with a copy of your invoice 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 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% are required to hold a reservation.** 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.

**Adding Seats to a Reservation:** If you need to INCREASE the number of 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 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 will not be issued. Refunds are not issued due to student illness, absence or transfer.

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

**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.

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

**Behavior Policy:** Teachers are expected to inform 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 them from entering the theater or to remove them from the theater. We request that teachers and chaperones sit amongst students to monitor behavior during the performance.

**School Bus Parking:** Parking and directional information will be mailed 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.**

**Vehicle Parking:** Personal vehicle parking is not provided by TPAC. Cars and vans are not permitted to park around the building. Please plan to park personal vehicles in one of the surrounding parking facilities. A downtown parking guide is available on our website in the forms section. Availability and rates are not regulated by TPAC and may change. Please arrive early to allow time for parking.

**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.

**Availability of Shows:** Performance availability is constantly changing. For updated availability, call Cassie LaFevor at (615) 687-4288.

**Waiting List:** If there is no availability for a requested show, you will be placed on a waiting list. 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.

**Accessibility:** With advance notice, we can arrange special assistance to enter the building and any special seating required. We can provide hearing devices, or schedule your group to attend a sign language interpreted performance. In addition, select 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 a 14-day advance notice.

**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.

**TalkBacks:** TalkBacks are Q&A sessions available for students to interact with performers after each HOT show. If you would like to stay for a TalkBack, please let the HOT Manager know at least 48 hours prior to the performance. TalkBacks will add about 30 minutes to your trip time.

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

**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, or your school system is closed, 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.

**Ticket Subsidies:** Tickets for student performances are \$8.00 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 from outside of Davidson County may apply for assistance of up to 50% reimbursement of travel costs. The Travel Grant Application may be found on our website in the forms section. 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.**