



SEASON FOR YOUNG PEOPLE

POLICIES AND PROCEDURES

Please read thoroughly and contact us if you have any questions.

Types of Events Offered

In-Person Performances – TPAC’s Season for Young People presents school events that take place at TPAC, 505 Deaderick Street, Nashville, 37243. Our professional works of art are curated specifically for student audiences as an extension of classroom learning.

Digital Performances – TPAC offers free Digital Performances during the school year that are available for use during a range of dates (usually 2-3 weeks) and accessible with an online link. Please note that Digital Performances are contracted for the specific date range, and these dates cannot be extended or changed.

In-School Tours – These touring performances come to your school’s auditorium or library and can be reserved based on specific space requirements for a flat fee.

In-Person Performances – Reservation Policies

Tickets for In-Person Performances – Season for Young People performances are for school groups. Tickets to these events are not open to the public or sold at TPAC’s box offices. All reservations must be made by the school, including students, faculty, bus drivers, and parent chaperones. Groups must purchase a minimum of 10 tickets.

Admission Price – Regular student admission prices for performances are \$10 each unless otherwise noted. All adult reservations (including faculty and parent chaperones) must be made by one reservation contact person, as part of a reservation for students. One school faculty member may attend free of charge for every 10 students. Additional staff members may be added for \$10 each. (See also “Discounted Tickets”.)

Discounted Tickets – Cost should never be a barrier for anyone to experience the arts. Please contact us if you have questions or requests concerning ticket prices. Ticket subsidies are available to schools in need of funding assistance when requested in writing before the payment deadline. For more information on how to qualify for subsidies, contact the Education Reservations Line at 615-687-4288 or email Education@TPAC.org.

Faculty Attendance – One school faculty member may attend free of charge for every 10 students. Additional staff members may be added for \$10 each. All adults must wear a school badge to enter the theater. Faculty are expected to sit among the students to monitor behavior, with at least one faculty member seated on an aisle in case TPAC Staff needs to find them. Students must always be accompanied by a chaperone, including trips to the restroom.

Parent Chaperones - All adult reservations (including all faculty and parent chaperones) must be made by one reservation contact person, as part of a reservation for students. All adults with the school must wear a school badge to enter the theater.

For schools traveling by bus – Up to 10 parent chaperone tickets can be included in a reservation at \$10 a ticket if they are traveling to the theater on the bus with students. If your school has a concern about this policy, please contact us to make alternate arrangements. Parents who contact TPAC directly or arrive separately from the school group will **not** be allowed to enter the theater or permitted to purchase tickets.

For schools traveling by car or van – If your group is arriving in cars/vans, the reservation contact person is required to submit a list including all attending adult names at least 1 week prior to the performance dates. Any adults that do not arrive on a bus or are not included on the provided list will **not** be allowed to enter the theater or to purchase tickets. Groups will not be seated until all members have arrived.

Season for Young People - Reservation and Payment Policies

For In-Person Performances, Digital Performances, and In-School Tours

Invoices – Invoices are emailed automatically when your reservation request is processed, as well as the week before the payment deadline. Upon receipt of invoices, Reservation Contacts are expected to submit all invoices and trip information to their school bookkeeper, transportation office, and administration as needed for approval. Updates and additional invoice requests are welcome until the payment deadline. Reservation numbers and invoice amount due will not be changed after your provided deadline. *(In-School Tour invoices are also contracts to be signed and returned.)*

Making Payment – **6 weeks prior to the performance opening** you must submit the final attendance count and remit payment in full. Reservation numbers and payment amount due are locked in at the deadline and cannot be changed after the deadline. Refunds are not issued due to illness, absence, transfer, or dissatisfaction of a performance. Mail checks with a copy of your invoice to TPAC Education, PO Box 190660, Nashville, TN 37219. Credit cards are accepted by phone at 615-687-4288. Do not e-mail credit card information.

Deadlines – The deadline for payment, final attendance count due and cancellation deadline are **6 weeks prior to the show opening for in-person, tours, and free digital content.** Deadlines will be clearly stated on confirmations and invoices sent to schools. Reservation numbers and payment due are locked in at the deadline and will not be changed after this deadline.

School approval and transportation – The reservation contact person must submit all school paperwork to obtain approval, payment, and transportation in time to meet the deadline listed on your confirmation and invoice. Final attendance counts are submitted to TPAC by the deadline and cannot be lowered after this time.

Deadline Extensions – If your school policy does not allow you to submit full payment 6 weeks in advance, you will still need to submit your final attendance count and a copy of your Purchase Order for the reserved payment amount due by the deadline. Reservation numbers and payment due are locked in at the deadline and will not change after this point.

Cancellations – All cancellations must be made in writing to Education@TPAC.org on or before the deadline (6 weeks prior to the performance opening). Failure to cancel by this deadline will result in a cancellation fee equal to 50% of the payment due. Reservations which consist of fully subsidized tickets are required to submit a final attendance count 6 weeks prior to the performance opening. Fully subsidized reservations dropping more than 20 tickets or canceling all tickets after the deadline will result in a \$200 ticketing fee.

Adding seats to a reservation – If you need to increase the number of seats after the 6-week deadline, please request the additional seats in writing to Education@TPAC.org. Seats will be added to the reservation based on availability. Additional seats must be paid for no later than the day of the performance.

Decreasing seats – If you need to decrease the number of seats in your reservation, you must do so BEFORE the deadline. Attendance counts cannot be lowered after this time. Fully subsidized reservations dropping more than 20 tickets or canceling all tickets after the deadline will result in a \$200 ticketing fee.

Talkbacks – Talkbacks are Q&A sessions between students and performers after the performance. Schools wishing to attend Talkbacks will need to sign up prior to the show day.

In-Person Performances - Day of Show Policies

Accessibility – TPAC can provide special assistance to enter the building, accessible seating, audio description, hearing devices, or sign language interpretation. Please advise us of any accommodation that would benefit your students by noting them on your reservation request, or by emailing Access@TPAC.org at least 21 days in advance of your visit.

School Bus Parking – Bus drivers should prepare to follow the directions of TPAC Security and law enforcement officers who will assist in parking buses around TPAC. Bus Greeters will approach each parked bus to provide instructions for drivers and faculty. All faculty and students should remain on the bus until instructed to exit by the TPAC Bus Greeter. Bus Drivers should remain on the bus during the entire performance in case of an emergency. If a faculty member (who is included in the reservation) is operating the bus, please inform our Bus Greeter *immediately* to receive alternate instructions.

Personal 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 “Parking & Directions” section of *Plan Your Visit*. Availability and rates are not regulated by TPAC and may change. Please arrive early to allow time for parking. Guests that arrive after the school group is seated may not be seated with the group.

Entering the TPAC Building – Each school group will be directed to the entrance by bus greeters. An usher will meet them at the door and provide a sign listing the school name. This sign should be held up by the first person in line, over their head as they enter the building. Groups will receive further instructions as they enter. Please leave any food or drink (including gum) in your vehicle, as well as all backpacks and electronics. These items are not allowed in the theater.

Seating Assignments – All seating is pre-arranged by sections. Seating assignments are based on several factors, including the date full payment is received, special needs, age of students, size of group, and arrival time. You will be seated as a group when everyone in your group has arrived. Guests that arrive after the school group is seated will not be seated with your group.

Exiting the TPAC Building – Schools will be dismissed one at a time. An usher will direct your group out of the theatre, and you will return to your designated buses. Once all students and teachers have returned to their bus, TPAC Security and law enforcement officers will assist in your exit.

Post-Show School Bus Parking – To ensure ease and safety for all guests, all school groups must exit from TPAC after the performance and return to their bus to depart the area. **Buses are not permitted to remain parked following the performance for an extended visit.**

Babies and Young Children – Season for Young People performances are intended for school-age children. We strongly discourage bringing children ages 3 and under. 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 – If students are disruptive, TPAC staff reserves the right to prevent them from entering the theater or to remove them from the theater. Faculty and chaperones should sit among students to monitor behavior during the performance. Faculty are expected to inform students of appropriate behavior prior to arrival at TPAC. For your convenience, Theatre Etiquette guidelines can be found on TPAC’s website in the “Educator Resources” section of Student Performances. *See also “Babies and Young Children” Policies.*

Additional Policies

Availability and Waiting Lists – Performance availability is constantly changing. For updated availability, email Education@TPAC.org. If there is no availability for a requested show, you be placed on a waiting list and contacted if seats become available.

Last-minute Reservations – Deadlines for reservations made after the 6-week deadline will be determined at the time of reservation confirmation and will be clearly stated on confirmations and invoices sent to schools.

Classroom Connections – Season for Young People performances are selected with the classroom curriculum in mind and connect to curriculum standards. You can find these on each individual show page or by going to the “Standards and Curriculum Connections” section on our website.

Recommended Grade Level – TPAC staff 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 call the Education Reservations Line at 615-687-4288 or email Education@TPAC.org to discuss the performance content.

Inclement Weather and School Closing – In the event of inclement weather or other school closings, the show will go on - even if only one school is able to attend. If your school 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 Season for Young People production. (This applies for any official school closings – flooding, snow, illness, etc.)

Travel Grants – Any school may apply for assistance with their travel costs to an in-person SYP performance by filling out our Travel Grant Application. Travel Grants reimburse 50% of your travel costs and will be distributed after required documentation has been submitted to TPAC. Travel Grant forms and receipts are due in May of any given school year.