



2022-2023 Student Matinee Series

Frequently Asked Questions

❖ What do I need to have when I register?

- When registering for a Student Matinee Series show, you will need to provide your school's address and phone, your contact information, the number of students and adults, grade levels attending, any accommodations required (wheelchairs, listening devices, ASL interpreters, sensory-friendly quiet areas, etc.), and the day of the show you prefer. This information can be slightly adjusted up until thirty (30) days before the show.
- The final balance must be paid in full no later than thirty (30) days before the show date.

❖ What is your chaperone policy?

- One complimentary teacher admission will be provided for every ten (10) students tickets purchased. For Special Education classrooms, one complimentary teacher admission is provided for every five (5) students.
- Additional chaperones and all parents/guardians will be charged \$15 each and must be included with the school's reservation and payment. Tickets to Student Matinees are not sold at the Box Office. It is highly recommended that additional adults arrive with the school group, or slightly before, to ensure they are seated with the group.
- Each adult with admission will receive a name tag once they check-in at arrival and must wear their name tag throughout their visit.

❖ Our school can't write a check for parents, can they pay individually at the door?

- Parents/guardians must be included in the school registration. If a school is not allowed to take parent payments, it is recommended that one parent representative collect payments and make one payment to the Orpheum to cover the parent portion of the registration. This is due fourteen (14) days prior to the date of the Student Matinee and can be made by credit card, cash, check, or cashier's check. Payments should be paid to "The Orpheum Theatre Group attn. Education" and should all go directly to the Education Department.

❖ When is payment due for a Student Matinee Series field trip?

- A 40% deposit is required within sixty (60) days prior to the field trip to hold a reservation. The final balance must be paid in full no later than thirty (30) days before the date of the show. Payments can be made by credit card, cash, check, money order, or cashier's check and be paid to "The Orpheum Theatre attn. Education". Payments go directly to the Education Department and do not go through the Box Office. Specific information will be included in your invoice and registration confirmation.

❖ Can I cancel or change my tickets to a Student Matinee Series show?

- Adjustments to ticket numbers and/or cancellations may be made online up to thirty (30) days prior to the show date. After this date, changes are subject to availability and must be made by calling Verity Hwang at (901) 529-4242. Changes requested within thirty (30) days are not guaranteed.
- Payments toward a reservation are non-refundable. Refunds will only be issued if the Orpheum Theatre Group cancels an event. The Orpheum Theatre Group follows Memphis Shelby County School system's inclement weather policy, e.g. if Memphis Shelby County Schools close for inclement weather, any performance scheduled for that day would be canceled.



- ❖ **Can homeschool groups attend a Student Matinee Series show?**
 - Absolutely! We encourage homeschool groups to register together to simplify the process. However, if you are not affiliated with a group, you can still register with “Homeschool” as your school name. You will receive one free adult admission per 10 student tickets purchased and all additional adults will be charged \$15 each.
- ❖ **Can we request specific seats?**
 - No, all seats are general admission and groups are seated as they arrive. We cannot honor specific seat location requests. Schools that request wheelchair accessible seats or other accommodations on their registration will be reserved seats accordingly.
- ❖ **What time should we arrive?**
 - Doors will open at least 45 minutes prior to show time. Please plan to arrive at least 30 minutes before the show time to be sure that your group will be seated on time. Incomplete groups may not save seats and will be seated separately if their arrival is scattered. Seating is at the sole discretion of the Orpheum Education Department. Groups arriving late may be seated in the dark.
- ❖ **Where can we eat lunch after the show?**
 - We are unable to accommodate lunch space requests at the Orpheum Theatre or Halloran Centre but there are several great outdoor options not far from the theatre: MLK Reflection Park, Court Square, Fourth Bluff Park, Mississippi River Park, Tom Lee Park, WC Handy Park. Please reach out to Verity Hwang at hwang@orpheum-memphis.com and we will be happy to send you other Downtown Memphis recommendations.
- ❖ **How do you accommodate accessibility needs?**
 - The Orpheum Theatre Group strives to make the arts available to everyone. When you register, please indicate any accommodations your group will require (i.e. wheelchairs, listening devices, ASL interpreter, sensory-friendly quiet areas, etc.). Please connect with Verity Hwang at hwang@orpheum-memphis.com or (901) 529-4242.
- ❖ **Where do we park?**
 - Bus parking is free for Student Matinee Series shows and Orpheum Theatre Group personnel will direct bus drivers.
 - For those arriving in cars, we suggest parking in the MLGW parking garage, which will charge a nominal fee, located on the corner of Martin Luther King Boulevard and Front Street (entrance on Front).
 - Several pay-lots do not allow business-day parking and will ticket or tow cars on their lots.
 - We will dismiss schools one at a time after the show based on the location of your bus.
Please be sure to get your driver's contact information if they are not staying for the show.
- ❖ **Can we take pictures or videos?**
 - Pictures and videos are only allowed *before* the show begins. Please tag us at [@orpheummemo](https://www.instagram.com/orpheummemo)! However, we ask that you take into consideration the other groups in attendance and do not block the entryways. Once the house lights go down and the show starts, pictures and videos are strictly prohibited.
- ❖ **When is the best time for students to use the restroom?**
 - Restrooms are available before, during, and after the show. We ask that you allow your group to be shown to their seats first before using the restrooms. Students must be supervised at all times.