

2015-2016 School Matinees

## *Stages of Discovery*

THEGRAND | *live @ the baby grand* | The Playhouse on Rodney Square

### FREQUENTLY ASKED QUESTIONS

**Admission:** Tickets are \$7 each. Groups of 10 or more receive one free ticket with every 10 purchased. Paper tickets are not distributed for groups of 10 or more. Paper tickets are required for families and small groups.

**Reservations:** Advance reservations are required. We understand that you may need to estimate the number of seats needed. Please include all students, teachers and chaperones in your reservation. Reservations may be placed by:

1. Emailing the completed form to [nreilly@grandopera.org](mailto:nreilly@grandopera.org)
2. Faxing the completed form to 302-652-5346
3. Phoning the Box Office at 302-652-5577
4. Mailing the completed form to:  
Nora Reilly, Education Associate  
The Grand Opera House  
818 N. Market Street  
Wilmington, DE 19801

**Chaperones:** We recommend one chaperone for every 10 students. All students, teachers and chaperones must be included in the ticket reservation.

**Infants and Toddlers:** Stages of Discovery performances are intended for school-age children. Bringing children under the age of 3 is discouraged. If a child becomes disruptive, please be considerate of others and exit the theater promptly.

**Payments:** We accept cash, check, and all major credit cards (American Express, Visa, MasterCard, Discover).

- For groups of 10 or more, final payment and ticket counts are due two weeks before each performance.
- Group orders received within two weeks of any performance date must be paid in full at the time of the reservation.
- Families and small groups must pay in full at the time of the reservation.

**Cancellations:** Cancellations must be made at least 30 days prior to the performance, and payments will be refunded. Cancellations made within 30 days of the performance will forfeit a cancellation fee and be issued a partial refund. No refunds will be issued for cancellations made within two weeks of a performance.

**Inclement weather:** Because the shows are performed by touring companies, it is usually impossible for The Grand to reschedule a performance for any reason and the show will go on as planned. If your school is closed or delayed and you notify The Grand within one week after the performance, you will be offered a credit toward a future Stages of Discovery performance. If that is not possible, The Grand will retain a cancellation fee and issue a partial refund. In the rare circumstance that The Grand must cancel a show due to a state of emergency, you will be offered a credit toward a future show or a full refund.

**Changes:** All changes in the number of seats reserved must be made at least two weeks prior to the performance when final payment is due. Refunds will not be issued due to student absence, transfer, late arrival, or dislike of a performance. If you need to increase the number of seats after making your final payment, please contact Nora Reilly as soon as possible. Seats will be added based on availability.

**Seating:** All seating is assigned by The Grand's staff, with consideration given to the age of students, special needs, and payment status. Ushers will escort your group to their seats based on the seating chart provided by The Grand. Each venue has a limited number of wheelchair accessible seats. Please inform us of any special needs when making a reservation.

**Bus Parking for The Grand:** For shows at The Grand and baby grand, the bus drop-off area is on King Street (southbound), between 8<sup>th</sup> and 9<sup>th</sup> Streets. Do not unload on Market Street (unless specifically instructed to do so). The right side of King Street will be reserved and there is space for up to seven buses at a time. All buses from your school should arrive together. Buses may need to circle the block if no space is available. After drop-off, buses may be directed to the holding area at Frawley Stadium or to park on the other side of King Street. It is imperative that drivers remain with their buses in the holding area until they are called for pick-up. We recommend that group leaders get the cell phone number of their drivers in case our staff is unable to locate them. Drivers' failure to follow directions can result in delayed dismissal. Please ask your drivers to cooperate fully with these instructions.

**Bus Parking for The Playhouse:** For shows at The Playhouse on Rodney Square, the bus drop-off area is on Market Street (southbound side), between 10<sup>th</sup> and 11<sup>th</sup> Streets. All buses from your school should arrive together. After drop-off, buses will be directed to the waiting area on 18<sup>th</sup> Street across from Warner Elementary School. It is imperative that drivers remain with their buses until they are called for pick-up. We recommend that group leaders get the cell phone number of their drivers in case our staff is unable to locate them. Drivers' failure to follow directions can result in delayed dismissal. Please ask your drivers to cooperate fully with these instructions.

**Cars/Van Parking:** If your group is arriving by car or passenger van, you may park in any of the area lots. A Wilmington Parking Authority lot is located at the Doubletree Hotel at King and 7<sup>th</sup> Streets. The HyPark garage is located at Shipley and 9<sup>th</sup> Streets. The Community Service and Hotel du Pont parking lots are located on Orange Street between 11<sup>th</sup> and 12<sup>th</sup> Streets. If you prefer, you may drop students off on Market or King Streets with a chaperone before parking. Please be aware that street parking regulations are very strictly enforced, and you will be ticketed for any infractions.

**Transportation Scholarships:** Funds are awarded on a first-come, first-served basis, and may be used only for transportation to a Stages of Discovery show. If approved, schools must provide a receipt for bus transportation reimbursement or the bus company may invoice The Grand directly. Please note that transportation funds will not be disbursed until tickets are paid in full. An application is available on our website.

**Lunch:** The Grand does not have a cafeteria and offers no food service for Stages of Discovery performances. Groups may make arrangements to eat bagged lunches before or after the show in one of our meeting spaces. Lunch areas are carpeted; tables and chairs are not provided. Space is limited, so please request a lunch space when making your reservation. Lunch spaces are not available at The Playhouse, but groups may use the public space at Rodney Square (weather permitting).

**Recommended Grade Levels:** The Grand recommends appropriate grade levels for each performance to ensure the best experience for everyone. If you would like to bring students outside of the recommended grade level, please contact Nora Reilly to discuss the performance content.

**Study Guides:** Study guides for most performances are available to download from our website.

**Classroom visits:** Offered for \$25 per visit, classroom visits will help prepare your students for their field trip. In-class programs can address theatre etiquette, the history of The Grand/Playhouse, and specific subject matter related to the content of the show. All programs may be customized to suit your educational goals. For schools within 51-100 miles round-trip from The Grand, there is an additional travel fee of \$25. For schools over 100 miles round-trip from The Grand, there is an additional \$50 travel fee. Classroom visits may be requested with your reservation and no later than 30 days prior to the performance.

**Curtain Calls:** Curtain Calls offer related programming to enrich your educational experience. These programs are led by The Grand's community partners and take place on the day of the show at The Grand or within a short distance. Curtain Calls may be reserved with your tickets for a small additional fee. For more information about specific opportunities, please contact Nora Reilly or visit our website.