

SOULPEPPER THEATRE COMPANY

STUDENT GROUP POLICIES

STUDENT GROUP DISCOUNT

PRICE	HST	TOTAL
\$17.70	\$2.30	\$20

- Each student group is subject to a \$27.12 non-refundable service charge.
- Each student group receives one complimentary ticket for every 14 student tickets purchased. We encourage teachers to use this complimentary ticket for chaperones that are accompanying the group. A limited number of additional Adult tickets may be purchased at the \$20 school group rate for groups with more adults than complimentary chaperone tickets. Please note the number of adults at the time of your booking.
- The student group discount is available to student groups for all Soulpepper performances (both evening and matinee). There is no limit to the number of student tickets that can be booked for a **designated student matinee** (depending on availability). However, a maximum of **100 student tickets** are available for every regular performance.

STUDENT GROUPS TERMS AND CONDITIONS

To obtain the student group discount, your group must:

- Consist of students 30 years of age and under attending an educational institution.
- Consist of a minimum of 14 individuals.
- Be organized by an educator or administrator representing the educational institution.

BOOKING, BILLING & PAYMENT POLICIES

Provided that your group meets the Student Group Terms and Conditions, you may book your tickets by emailing education@soulpepper.ca or calling the Soulpepper Student Group booking line at 416.203.6264 x.157. For your booking convenience, we encourage you to book your tickets as soon as possible and have the following information confirmed at the time of your booking:

- Performance date and time
- Group size
- Number of teacher/parent chaperones
- Preferred method of payment (MasterCard, Visa, School Cheque)
- An alternative date in the event that the performance you request is already booked.

Orders cannot be processed without accurate dates and group numbers.

Once you have confirmed this information, you will be faxed an agreement with the ticket numbers, total order cost, payment deadlines and all other agreed upon details. You **MUST** sign the agreement and return by fax within 48 hours. **Your order WILL NOT be processed and your seats cannot be held until the signed agreement has been received.**

After the receipt of this agreement, the Soulpepper School Group Booking representative will process your order. Please note that:

- **Full payment** is required 30 days prior to the performance date. If the total payment has not been received within 30 days of the performance date, the order will be cancelled and availability will not be guaranteed
- For bookings that are occurring within 30 days of a show, the full payment is due a maximum of 5 days after the booking confirmation.
- We accept MasterCard, Visa and school cheques. (Personal cheques, money order or cash will not be accepted). **All current dated cheques should be made payable to:**
GBSP Centre Corp
55 Mill Street. Building 49
Toronto ON M5A 3C4
Attn: Patron Services Manager
- Please note that all credit card payments take 2 business days to process.

CANCELLATION, EXCHANGE & REFUND POLICIES

- Tickets are non-refundable and non-transferable.
- Refunds will not be issued for any unused tickets.
- We are unable to accommodate changes to school bookings or cancellations which may arise due to emergency situations such as extreme weather, “acts of God”, etc.
- If you wish to purchase additional tickets for your group, we are able to offer the \$20 (\$17.70 per ticket + \$2.30 HST) ticket price, provided there is availability. However, it will be considered as a separate order and will be subject to a \$4.52 service charge per ticket, up to a maximum of \$27.12 (6 tickets).

SCHEDULING & ARRIVALS

- If your students plan to have lunch before the performance, please make sure you arrive at least one hour prior to the performance time. There is not enough time to leave the venue during the intermission. There is a cafe in the lobby of the Young Centre.
- Latecomers will not be permitted to enter the theatre until a suitable break during the performance. We advise all groups to arrive at least half an hour from the start time of the show in order to use the washrooms, distribute tickets and be seated at least 10 minutes before curtain time. Please note: Late arrivals could result in missing an entire act of the performance or the entire show!

SEATING & ACCESSIBILITY

- Seats are allocated according to best available seats in the theatre. Please notify us of specific seating needs at the time of booking.
- Tickets are NOT general admission. Please advise students to look at the row and seat information on the ticket.
- Our theatre venues are wheelchair accessible. Please inform us at the time of your booking if you have any accessibility needs.

THEATRE ETIQUETTE

- Food and drinks, and the use of MP3 players, cell phones, pagers, cameras and/or any electronic devices are prohibited in the theatre. Electronic devices will be confiscated if they create disruption during the performance.
- Note-taking during the performance is not permitted as it is disruptive to the actors and other patrons. Students are welcome to make notes during intermission.

- Students who are being disruptive will be escorted from the theatre by the Front of House staff and will be asked to wait in the lobby until the end of the performance.
- Please be advised that the Young Centre does not have a coat check available and backpacks are not permitted into the theatre. Please make sure that students leave their backpacks at the school or in the bus.

FREQUENTLY ASKED QUESTIONS

Q. What if I need to book within 30 days of the performance date that I have selected?

A. You may book within 30 days of the performance, however, all bookings done within this timeframe are subject to a shorter payment deadline and will be stipulated in the Student Group Booking Agreement. Tickets will not be held until full payment is received.

Q. I have made my booking and must purchase more tickets. Can this be added to my original order?

A. No. All additional tickets booked after the original booking must be considered a new booking and tickets are subject to the service charge and facility fee: \$4.52 per ticket up to a maximum of \$27.12 (6 tickets).

Q. Where do I pick up my tickets once my payment has been processed?

A. Tickets will be held for you at the Young Centre Box Office.

Young Centre for the Performing Arts

55 Mill Street. Building 49

Toronto, ON M5A 3C4

Box Office Hours: Tuesday through Saturday, 1pm – 8pm

Q. Our group of students is affiliated with an educational institution but all of our students are above the age of 30. Are we eligible for a group rate?

A. Yes! For groups with students that are above the age of 30, a discount of 10% is available for bookings of 12 or more and can be arranged by calling the Young Centre Box Office at 416.866.8666

Thank you for taking the time to read this information with regards to planning your school trip to see a Soulpepper Production. We hope that by providing you with this information in advance, you will have an easier time planning and facilitating your field trip.

We look forward to seeing you at the Theatre!

FOR MORE INFORMATION

If you have any questions or concerns, please contact us at 416.203.6264 x. 157 or email education@soulpepper.ca.

For urgent matters, please contact:

Gianna Ceci

Administrative Assistant

gianna@soulpepper.ca

416.203.6264 x. 100

soulpepper.ca