



# WATERVILLE OPERA HOUSE

## School Show Policies & Procedures 2023-2024

1. **All school show reservations must be requested by completing an electronic reservation form** (separate form for each show). There are links to these forms on our website on the “Theatre Camps + School Shows” page. Phone reservations will not be accepted. Once received, the Box Office will contact you to confirm your reservation and arrange payment.
2. A nonrefundable deposit must be received to finalize your reservation. Deposit amounts are structured based on the order total for each performance. A deposit must be paid for each performance reservation.
  - Orders \$100 or less: Pay in full at time of reservation confirmation.
  - Orders \$101-\$200: \$50 deposit
  - Orders \$201 or over: \$100 deposit
3. All seating will be sold on a first-come, first-served basis (completion of the reservation form will determine this order). Seating for all groups is assigned by group size, once the show has been filled. Please make sure to indicate on the form if you will require handicapped or special seating for your group. In the event that a show is already sold out when we receive your reservation, you will be notified.
4. Ticket prices for school shows are \$4.00 per student. Seats for chaperones and teachers are provided free of charge (up to one free adult ticket for every ten student tickets purchased.) We require that you have one adult for every ten students when you arrive at the Opera House. Additional adult tickets can be purchased for \$4.00 apiece. Students will not be allowed to leave their seats for any reason unless accompanied by school personnel or an adult chaperone. (Ushers will guide students and teachers to their assigned seats.)
5. Final payment for school shows is due **14 days** before the show. If full payment is not received by that time, your tickets will be released and you will lose your deposit.
6. We understand that school enrollment fluctuates from year to year and therefore your seating needs may change. However, please be aware that we need to know about any changes in your reservation in advance. If it is necessary for you to reserve more seats, we will try to accommodate your request, but we cannot guarantee that additional seats will be available.
7. **All reservations must be made in advance.** No reservations or changes will be accepted after 14 days prior to the performance date. Tickets are not available for purchase on the day of the show.
8. Due to special contractual arrangements we have made with school show artists, we are able to offer a refund of your ticket fees in the event that school is cancelled for a snow day. This is the only circumstance under which we are able to offer a refund.
9. Transportation instructions will be emailed to your school about two weeks prior to the performance. **It is crucial that teachers deliver transportation instructions to all bus drivers transporting their students to and from the Opera House.** At the recommendation of the Waterville Police Department, we have developed these bus procedures to ensure a safe and timely exit for all students, and they must be followed. Please include all of the requested bus information when completing the registration form.
10. Questions should be directed to Senior Patron Services Assistant, Emilienne Ouellette.  
Email: [eouellette@watervillecreates.org](mailto:eouellette@watervillecreates.org)