



## STUDENT MATINEE SERIES TICKET INFORMATION & REFUND POLICY

### *Can I change my reservation?*

Please note the payment due date. You may increase (based on availability) or decrease the number of tickets up until the payment due date. **NO CANCELLATIONS WILL BE ACCEPTED OR REFUNDS GIVEN AFTER THAT DATE.** Tickets cannot be exchanged.

### *How do I pay?*

Approximately six weeks before your scheduled matinee you will receive a preparation packet containing an invoice as well as other materials to help prepare you and your students for your visit to the theater. Remittance of one check for the full amount accompanied by a copy of your invoice would be greatly appreciated. Please do not send cash.

### *What about tickets?*

No tickets will be mailed out; your group will have pre-assigned seats. Student Matinee Series tickets are priced at \$12.00 each with teachers and chaperones admitted free. GLT's annual production of *A Christmas Carol* is the exception. Student Matinee Series tickets to attend *A Christmas Carol* are priced at \$13.00 per ticket for students, teachers and chaperones alike.

### *How do I prepare?*

Teacher Preparation Guides and procedures for attending student matinees at GLT will be mailed approximately four weeks prior to the performance date.

### *Questions?*

If you have questions, or need to change your order please call the Education Department at 216.241.5490 ext. 318.