



PROCEDURES FOR GREAT LAKES THEATER STUDENT MATINEES

IMPORTANT! PLEASE READ THE FOLLOWING INFORMATION CAREFULLY!

- **Schedule:** The matinees in the Hanna Theatre will begin promptly at **10:00 a.m.** Matinees for A Christmas Carol will begin at **11:00 a.m.** Doors open 1/2 hour before curtain time. There will be a brief intermission. Most productions run 2 hours and 30-45 minutes. *A Christmas Carol* runs 1 hour and 45 minutes.
- **Buses:** We are required to tell the Cleveland Police Department's Downtown Traffic Unit how many school buses will be unloading at PlayhouseSquare. Therefore, please call the Student Education Office at **(216) 241-5490 ext. 318** to let us know how many buses you'll be using.

Hanna Theatre: Buses are to unload students directly in front of the Hanna Theatre (2067 East 14th Street) heading north on East 14th Street.

Ohio Theatre: Buses are to unload students directly in front of the Ohio Theatre (1511 Euclid Ave.) heading west on Euclid.

Bus drivers will then be instructed to park by PlayhouseSquare ushers and Cleveland Police officers. **Please stay on the bus until you are directed to exit by PlayhouseSquare staff.** Each bus driver will be given a sign with a bus number to place in the right side window. **Bus drivers must stay with the bus.** Each teacher in charge of that bus will be given the corresponding numerical sign. **If you arrive in a large group please keep students seated with their bus group.** After the performance, please remain in your seats until the house manager releases you according to the order in which your bus(es) are lined up out front.

- **Public Transportation/Cars:** If you have arrived by public or private transportation, **chaperones MUST arrive with (or prior to) the students' arrival.** Please plan to meet in the lobby and enter the theatre together. After the performance you may exit immediately after the actors take their bows. **No one is permitted to leave the theatre/lobby without a teacher until the performance is complete.**
- **Seating:** Additional people may not be accommodated on the day of the performance, so please be sure your invoice reflects the correct number of seats you will require. Please check the number of teacher/chaperon tickets indicated on your confirmation form, as we

need to have an accurate count. **No tickets are mailed out.** The Playhouse Square ushers will guide your group to your seats that have been pre-assigned.

- ***Cancellations and Refunds:*** Cancellations (regardless of the reason) will be accepted only up until the due date designated on your confirmation. **After that date, you will be charged full price for any unused tickets.**
- ***Snow Policy:*** Performances will be held regardless of the weather -- the only exception being if the Cleveland Police Department declares a snow emergency, in which case your school will be called by GLT. If your school district officially closes due to inclement weather or other emergencies, a full refund may be obtained -- only after all attempts to exchange tickets for another performance have been made -- by submitting written confirmation of the school cancellation, signed by your school's principal, to Great Lakes Theater. Please also call the Student Education Office at 241-5490 x 318 the morning of your district's closing to confirm your non-attendance.
- ***Special Needs:*** Please call us if any of your students have special seating needs. Seating is available for students with wheelchairs. Headsets for the hearing impaired may also be obtained for a limited number of students.
- ***Appropriate Behavior:*** We ask you and your chaperons to help us enforce our regulations. Please talk to your students about appropriate behavior in a live theater performance; students often forget that, unlike television or film, the actors are right there and are affected by the audience's behavior. **Teachers and chaperons should disperse themselves among students to discourage any inappropriate activities.** Please read and discuss the following with all those who will attend the matinee; failure to observe the rules could result in students being asked to leave the theater.
 - Food of any kind, beverages, candy or gum are not permitted in the theater.
 - In the theatre, it is important to know that the taking of pictures, either with or without a flash, is strictly prohibited. Also, it is essential that all electronic equipment, including cell phones, pagers, music players (even with headphones), alarm watches, etc., be completely turned off once you have entered the theatre. Even the glow from a silent cell phone (used for text messaging, for example) can be just as distracting to fellow audience members as unnecessary talking during the play.
 - **Noise** of any kind is very distracting, not only to the audience, but especially to the actors. Please do not talk or whisper during the performance.

Our goal is to provide every person in the audience with the best possible theatrical experience, so we appreciate your respectful cooperation during the performance.