

Royal Manitoba Theatre Centre

Information and Policy for School Groups



Thank you for sharing live theatre with your students! Royal MTC believes in the power of theatre to shape and change young lives. We are committed to creative development and helping young people experience, appreciate, and participate in live theatre.

The following information and policies will help you prepare your students for their theatre experience. Please let us know if you have any questions.

BEFORE YOUR VISIT

Booking Tickets:

[Please reserve tickets online using our web form!](#) If you would prefer to make reservations over the phone, call Christina Reuther, Sales Coordinator, at 204-954-6413.

While questions are welcome, **please do NOT make reservations via email**; the web form keeps everything organized and operates even when our inboxes are not monitored (vacation, etc.)

- Student ticket pricing is available for groups with 5 or more students.
- We require at least one adult for every 15 students as supervision. To ensure that all schools can achieve this, we provide one complimentary adult ticket for every 15 students.
- Your order will be processed as soon as possible after receipt. **Payment in full is due one month before your scheduled performance.**
- Demand for tickets often exceeds supply. If payment in full is not received on time, your tickets may be released and sold to other groups.
 - Please do not assume we have released your tickets! We do our best to accommodate everyone. If you must cancel your trip, please let us know as soon as possible.

Ticket Subsidies

- Royal MTC offers subsidized tickets to schools at \$15/ticket for high school students, and \$20/ticket for post-secondary students.
- Schools in the Winnipeg School Division may access tickets that are further subsidized by their division; these are applied to your order on a first-come first-served basis. Unfortunately, no other school divisions in Manitoba currently offer a comparable program, but we welcome any further information about funding from your school or division that Royal MTC can apply for!

Changes and Cancellations:

- If you need to adjust or cancel your order before the final payment deadline, please contact the Sales Coordinator at 204-954-6413 or by email – sales@royalmtc.ca
- After the payment deadline, requests for changes, exchanges, or refunds will not be accepted.
- Refunds are not provided for patrons who did not attend the performance.

Access Needs/Accommodation Requests:

We are happy to try to meet the access needs of your class, such as seating to accommodate mobility devices, low vision, fewer stairs to navigate, etc. Make requests for seating or other accommodations **when you book your tickets**.

Travel Arrangements:

- Please plan to arrive at least 20 minutes before performance and take your seats as soon as possible. School groups that arrive after the performance has started may not be admitted, and no refunds will be issued.

- It is very disruptive to the rest of the audience and performers when groups leave the theatre before the performance is over. We strongly discourage school groups from leaving the theatre early for any reason (including transportation issues).

For questions about **show content or your experience at the theatre**, please contact Education and Enrichment Manager, Ksenia Broda-Milian, at kbrodamilian@royalmtc.ca or 204-956-1340 ext 221.

Preparation in the Classroom:

- Enrichment guides are available for most productions, and are posted online approximately one month before opening at <https://royalmtc.ca/Education-Outreach/Resources/Study-Guides.aspx>
- Student-only matinees and some public matinees are followed by a Talkback (post-show question and answer session with the cast).
- Please review the information on theatre etiquette at the end of this document with your students before your trip!
- Royal MTC recognizes that some audience members may have concerns with certain language and/or content. Schools and teachers agree to take responsibility for understanding and communicating the content of the productions to administration, caregivers, and students according to your school's policies. Consult our [season-at-a-glance](#), and ask our Education and Enrichment Manager if you need extra content details (up to which curse words are used and how many times) or a script for review upon request.

AT THE THEATRE

Arrival: To help you have the best experience, here are some arrival / seating tips:

Hand out your tickets before leaving school or getting off the bus. The entrances to the theatre get crowded, so it's important that all tickets are in students' hands before they approach the building. This makes the ticket scanning process much smoother.

There are three entrances to the theatre.

- Door #1: Royal MTC's main entrance, our box office doors.
- Door #2: Royal MTC's side entrance around the corner from box office, on Rorie Street.
- Door #3: Stage door/ admin office door, near the parking lot between Pantages Playhouse and Royal MTC – **available during 11:30 student matinees only.**

We will send you a pre-show email 1-2 weeks in advance which will let you know which of these entrances are available!

Our volunteer ushers receive a seating map so they know where you and your students will be sitting. They'll be happy to help you find your seats.

Seating: Please sit in your assigned seats! Students within the same school may switch tickets if you decide to allow that, but every school must stay in their own block.

Supervision: Teachers and other adult chaperones are responsible for their students' conduct at all times while at the Royal Manitoba Theatre Centre. Supervisors should sit scattered among students, seated in aisle seats as possible. Please ensure potentially disruptive students are seated near, but not on, the aisles as well as near appropriate supervision.

Talkbacks: Question and answer sessions with the actors are planned after student-only matinees and some public matinees, and last approximately 20 minutes. Actors love questions from students, but please encourage students to make sure questions are respectful and related to the production or acting profession. It's okay to have a negative opinion, but this is the chance to ask questions, not to criticize the show!

Cell Phones and Other Electronic Devices: Please ensure all students, teachers, and chaperones **TURN OFF** their cell phones/iPods/gaming systems/cameras/smart watches. Texting, surfing, and gaming during performances is very distracting for the performers and other audience members – even receiving a message on your smart watch lights up the room. **Taking any pictures or video of the performance is strictly prohibited.**

Talking During the Performance: Please remind your students that they can be heard (even when whispering) by the actors onstage and the audience around them. Repeatedly disruptive students will be removed from the theatre.

Food and Drinks: Food and drinks are not allowed inside the theatre. Students may bring their lunches and eat in the lobby during intermission or prior to the performance. Where there is an intermission, concessions may be open for purchase of snacks and drinks. There is complimentary water in the lobby.

Dress: There is no dress code at the Royal Manitoba Theatre Centre, but we respectfully ask that patrons not wear hats in the theatre. We also strive to be scent-free (no perfumes, body sprays, colognes, etc) and thank all patrons for their cooperation.

Leaving During the Performance: If an audience member leaves the theatre during a performance, they will be readmitted at the discretion of our Front of House staff. If readmitted, they may not be ushered back to their original seat, but placed in a vacant seat at the back of the house.

Being Asked to Leave: Theatre staff have the right to ask any disruptive member of the audience to leave the performance. Inappropriate and disruptive behaviour includes, but is not limited to:

- Using electronic devices (cell phones, cameras, laser pointers or other light- or sound-emitting devices)
- Talking repeatedly in the audience
- Deliberately interfering with an actor or the performance (tripping, throwing items, etc.).

Thank you for respecting our theatre etiquette. Theatre needs an audience to exist, and just as every staff person, volunteer, actor, and crew member plays a part, you and your students have an important role in the experience of the cast, crew, and people around you. Nothing compares to live performances; they are unique and they can never be repeated. We can encourage students to love theatre if we prepare them properly for the experience!

If you have questions, please contact:

Royal MTC's Education and Enrichment Manager, Ksenia Broda-Milian
204-956-6413 ext 221 / kbrodamilian@royalmtc.ca