

ROYAL MANITOBA THEATRE CENTRE

INFORMATION & POLICIES 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, developing future artists, 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 or suggestions.

BEFORE YOUR VISIT

Booking Tickets:

- You can book tickets a variety of ways!
 - Visit <http://www.royalmtc.ca/Education-Outreach/For-Educators.aspx> and download our "School Group Order Form". Email your order to turish@royalmtc.ca
 - Speak directly with our Sales Manager, Thomas Urish, by phone at 204-954-6413 or by email – turish@royalmtc.ca

Please provide your email address when you request tickets as our invoicing is done electronically.

- Please ensure adequate adult supervision for your group. Our required minimum is one adult for each 20 students. To ensure that all schools can meet our minimum supervision requirements, we will provide one complimentary adult ticket for every 20 students.
- Your order will be processed as soon as possible after receipt. Payment in full is due one month before your scheduled performance.
- **PLEASE NOTE:** Demand for tickets often exceeds supply. If payment in full is not received on time, your tickets will be released and sold to other groups.

Incentives for Booking Multiple Plays

- We provide discounts to schools that attend multiple plays during our season: 6 or more plays are \$10 per student per play, 3 or more plays are \$12 per student per play.
- Additional complimentary chaperone tickets are available for schools booking multiple plays at the following ratios: 6 or more plays: 1 chaperone per 10 students, 3 or more plays: 1 chaperone per 15 students.
- Discounts are calculated at the school level, which means your Social Studies teacher can pick a play, and your English teacher, and your Drama teacher, etc., all with different numbers of students.
- Unfortunately, discounts cannot be applied retroactively. If your school will be attending multiple plays we recommend booking in the fall to ensure you receive the discount on all of your tickets. For example, if you book tickets for two plays in the fall semester, then decide in January that you want to see another play in the spring, we will discount your third play but cannot adjust the price of the first two performances that have already taken place.
- When we say multiple plays we mean *different* plays. Attending multiple performances of the same play counts as one play.

Financial Need

- Ticket and bus subsidies are sometimes available for schools with financial need. Ask us for more information when you book your tickets.

Changes and Cancellations:

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

Accessibility Needs or Accommodation Requests: Requests for seating arrangements, such as wheelchair seating, or other accessibility / accommodation requests must be made at the time of booking.

Travel Arrangements:

- Please plan to arrive 20 minutes prior to the performance time 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.
- We strongly discourage school groups from leaving the theatre for any reason (including transportation issues) before the performance is over. It is disruptive to other patrons and our performers.

Preparation in the Classroom:

- Study guides are available for selected productions, and are posted online approximately one month before opening at <http://www.royalmtc.ca/Education-Outreach/For-Educators/Study-Guides.aspx>
- Some weekday matinees (including student-only performances) are followed by a Talkback post-show question and answer session with the cast.
- Please review the following information on theatre etiquette with your students before your trip.

AT THE THEATRE

Arrival: To help you have the best experience at our theatre, here are some arrival / seating tips for you and your students:

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

There are three entrances where you can get your tickets scanned:

- Door #1: Royal MTC's main entrance, our box office doors.
- Door #2: Single door just to the right of our box office doors.
- Door #3: Stage door/ admin office door, near the parking lot between Pantages Playhouse and Royal MTC.

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: Teachers and other adult chaperones should sit scattered among students, with as many seated in aisle seats as possible. Please ensure potentially disruptive students are seated near, but not on the aisles, as well as near appropriate adult supervision.

Supervision: Teachers and other adult chaperones are responsible for their students' conduct at all times while at the Royal Manitoba Theatre Centre.

Cell Phones and Other Electronic Devices: Please ensure all students, teachers, and chaperones **TURN OFF** their cell phones/iPods/gaming systems/cameras. **We have seen an increase in texting**, surfing, and gaming during performances, **which is very distracting for the performers and other audience members**. The use of cameras and recording devices 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. Disruptive students will be removed from the theatre.

Food/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 request that patrons refrain from wearing hats in the theatre. We also strive to be a scent-free environment, 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. Should they be readmitted, they will 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 in the audience
- Deliberately interfering with an actor or the performance (tripping, throwing items on or near the stage, etc.).

Thank you for respecting our theatre etiquette. 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 or suggestions, please contact:

Royal MTC's Sales Manager- Thomas Urish

204-954-6413 / turish@royalmtc.ca