

# Forward Theater Company (FTC) Student Matinee Reservation Policies

**CHANGES TO RESERVATION.** You may work with Audience Services to freely update the number of seats in your reservation until you return your signed Student Matinee Contract, after which you will be issued an invoice. The completed and signed contract is considered a binding commitment. At this point...

- Your final number of seats cannot decrease by more than **20%** of the total provided on the Student Matinee Contract you signed and returned.
- Any seat cancellations within that 20% must be subtracted **at least 48 hours in advance** of your performance. Refunds are not available for students or chaperones absent due to illness or conflicts on the day of your performance.
- Seats may be added to your reservation up to 48 hours in advance of your performance. This is subject to seating availability.

**PAYMENT.** Invoices are created and provided once FTC has received a copy of your Reservation Contract, signed by you and a school administrator. Full payment is expected fifteen (15) days prior to your performance and is welcomed earlier. Exceptions for later payment can only be made with approval from FTC.

**CANCELLATION POLICY.** Refunds or excused payments for cancellation are only offered on a case by case basis. The request for such must be made in writing at least **six weeks** in advance, or no refund can be given. The commitment of a signed Reservation Contract can only be overruled in the case of extenuating circumstances at the discretion of FTC; otherwise, any cancelling school or group is responsible for paying for 80% of the reservation total listed on their Contract or most recent adjusted invoice.

**AGES.** All attendees must be over the age of 12.

**SCHOOL CLOSURE / WEATHER POLICY.** In the event of a school closure/delayed opening due to inclement weather, or if the Overture Center or FTC needs to cancel a performance, seats will be rescheduled, exchanged, or refunded. Reservations cannot carry over into the next season.

**PHOTOGRAPHY IS PROHIBITED DURING THE PERFORMANCE.** This includes before and after the performance as well as during intermission. **At no time are audience members allowed on the stage or around the set.** If you would like group pictures, staff will be happy to assist you in the lobby.

**DAY-OF-SHOW INFORMATION.** Directions to the Overture Center, information on parking, and answers to frequently asked questions can be found on the FTC website ([www.forwardtheater.com](http://www.forwardtheater.com)). If you need any other information not found there, contact Scott Haden in Audience Services (e-mail: [shaden@forwardtheater.com](mailto:shaden@forwardtheater.com) OR call 608.234.5001)