

2024-2025 School Field Trip Policies & Registration Procedures

Field trip requests are honored on a first-come, first-served basis, and must be submitted through the online [2024-2025 School Field Trip Order Form](#) for approval.

Important notes regarding the order process:

- Registration for all Playhouse Square field trips opens April 23, 2024.
- **COMPLETED ORDER FORMS ARE NOT A GUARANTEE OF FIELD TRIP RESERVATION.** You will be notified regarding the status of your order within three business days. If you have not received a confirmation, please re-submit, and contact the Education Hotline at 216-348-7909 (Option 1) or schoolprograms@playhousesquare.org.
- Seats will be placed on a temporary hold for all approved field trips. To guarantee your seats, either a 20% deposit or a school Purchase Order for the full amount is due within 10 business days or by August 30th, 2024. Playhouse Square reserves the right to cancel temporary holds and release seats for any field trip order missing the 20% deposit or PO by this due date.
- **Registrations and orders by phone are not accepted, but we are happy to answer your questions.** For assistance in choosing the best shows for your class, please call the Education Hotline.
- Ticket requests will be accepted up to one week prior to an in-person performance, based on availability.
- Date and time selections are not required for virtual, streaming performances. All registered classes will have access to the performance for the full range of dates listed. Groups registering after the start of a streaming performance window will have access for the remainder of listed dates. No additional dates will be added for late orders.
- American Sign Language interpreters are scheduled for Wednesday, 10:00 a.m. performances, unless otherwise specified.
- The eblast platform, MailChimp, is used for email correspondences with schools. To avoid possible delays in communications regarding your field trip request, please make sure to [subscribe](#) to our educator database and confirm schoolprograms@playhousesquare.org as a [trusted email sender](#).

TICKET PRICES

School Matinee Performances (In-person field trips)

Ticket prices apply to both students and adults.

School groups of 10 or more: \$7 per ticket

Small groups 9 or less: \$12 per ticket

For every 20 seats purchased, you will receive one complimentary seat. Every person attending the theater must be accounted for in your reservation numbers. Children under age 2 are not permitted at school matinee performances.

Groups may adjust the number of tickets on their order up to 3 weeks prior to the scheduled performance, subject to availability. Reservation decreases or cancellations will not be accepted after this time.

Streaming Performances for Schools (Virtual field trips)

Registrations are \$20 per class

General rates may accommodate up to 30 students per class. If your class is larger, or if you're registering multiple groups, a price quote can be provided upon request. Adult participation is free, though they must be accounted for in your reservation numbers.

Before a virtual field trip order can be processed, the name and email address of class teacher, grade level and number of students must be provided for each participating class. There is a place on the order form to type this information in directly, or a pre-existing list may be uploaded.

Cleveland Metropolitan School District

Thanks to a generous donation by the KeyBank Foundation, opportunities for free or reduced-cost field trips are available to schools within or partnered with the Cleveland Metropolitan School District. A list of eligible schools is available on our website at playhousesquare.org/cmsdschools.

Schools are eligible for one (1) FREE, subsidized field trip to a 12:00 p.m. student matinee performance per student. These funds are limited by performance and awarded on a first-come, first-served basis from the time of order receipt. All eligible orders will be automatically considered for these subsidies. For information regarding remaining subsidy by performance, please contact the Education team. Based on availability, additional field trips may be also requested at a reduced ticket rate of \$4 each for 12:00 p.m. performances.

Virtual field trips to Streaming Performances for Schools are free and unlimited for eligible CMSD schools and partnered schools.

PAYMENT INSTRUCTIONS

In-person Field Trips

- A 20% non-refundable deposit is required within 10 business days of your field trip approval. Payment can be made in the form of a check (school or personal), MasterCard, Visa, American Express or Discover. If these options are not available to you, a school purchase order is a legally binding document which may be submitted in lieu of a deposit to secure your order. If submitting a school purchase order, it must be for the full amount due. Cash payments are not accepted for school matinee performances.
- For in-person performances, you may adjust the number of tickets in your order up to three weeks prior to your scheduled performance, subject to availability. Schools are responsible for the number of tickets remaining on their order following this three-week prior deadline. Refunds will not be issued for schools who choose to pay in full prior to this deadline or for students who are absent on the day of the performance.
- **All orders must be PAID IN FULL at least two weeks prior to your scheduled field trip.** Playhouse Square reserves the right to cancel any reservation which is not paid in full two weeks prior to the field trip date.
- Full payment is required for all late registrations (less than two weeks prior to the performance). Purchase orders will not be accepted for late registrations.
- Invoices will be emailed to the field trip coordinator and other administrative representatives, as requested.

Virtual Field Trips

- A school purchase order or full payment is required to finalize orders for streaming performances. Access links will not be sent until an order has been finalized and full payment or a PO covering the full amount due is received.
- No refunds will be issued once access links have been distributed.
- Invoices will be emailed to the field trip coordinator and other administrative representatives, as requested. Performance access links will be sent to all registered classroom teachers directly. To avoid delays in access, all educators should add schoolprograms@playhousesquare.org as a trusted email sender through their email provider.
- Final payment must be remitted within 30 days of performance start date.

WAITING LISTS

We offer a waiting list for all sold-out field trips. Groups on the waiting list will be notified when space becomes available, in the order in which inquiries were received.

INCLEMENT WEATHER AND “SNOW DAYS”

- If your school is closed due to inclement weather on the day of your scheduled, in-person field trip, please notify our office prior to show time. Your school will receive credit toward a comparable field trip within the same season. No credits will be issued for streaming performances.
- You must contact Playhouse Square within seven business days of your canceled field trip to receive your credit and schedule an alternate trip.
- **NO REFUNDS WILL BE ISSUED FOR INCLEMENT WEATHER.**

COMING TO THE THEATER

- Please plan to arrive at least 20 minutes prior to the start of your performance or field trip.
- All school matinee performances are approximately 60 minutes in length, unless otherwise noted.
- For groups arriving by bus, tickets will not be distributed for school matinee performances, but groups will have assigned seats.
- Playhouse Square must be notified of chaperones arriving to field trips in personal vehicles. Chaperones must be included in their school's ticket count and check in with the House Manager upon arrival.
- House Managers are assigned to oversee our volunteer ushers and provide guest services. Their office is located in the lobby of the theater should you need assistance before, during or after your performance.
- Playhouse Square strives to provide barrier-free access to performances and events. Please let us know about any accessibility needs your group may have prior to arriving for your performance so we can be prepared to assist. Fidget toys and noise-reducing headphones are available from the House Manager upon request.
- To ensure the best experience for all our guests, please be aware that inappropriate behavior may result in disciplinary action or suspension from school field trips for one year.
- Home schools are welcome to attend all field trips but may be asked to provide certification documents.
- We make every effort to get you and your students back to school in a timely manner. On average, dismissal from a school matinee performance takes 25 minutes from the time the show ends but may take longer depending on the number of schools in attendance. Please plan accordingly.
- **All school groups are responsible for scheduling their own transportation, regardless of bus subsidy status.** For groups arriving in personal vehicles, a map of local parking options is available at playhousesquare.org/parking.
- **Playhouse Square is not able to provide space for class lunches.**
- **No children under age two are permitted in the theaters at school matinee performances.**