

Arts Education Program FAQ's

Registration Information

How do I register my school group (public, private, or homeschool) to attend Arts Education performances at The Paramount?

For your school group to attend Arts Education performances, you must register through The Paramount Theater's website: www.theparamount.net

When does registration begin?

Orders for all performances may be submitted at any time throughout the season beginning Tuesday, August 21, 2018. Because most performances sell out quickly, **early registration is strongly recommended.**

What is the ticket price for students and teachers?

Tickets for all students and teachers/adult chaperones are \$8.50.

Is there a limit to the number of adults that may attend a performance?

A maximum of 1 adult for 10 students and a minimum of 1 adult for 20 students is required. If your group requires additional supervision beyond 1 adult per 10 students, please make note in the Special Needs section of your registration.

Home school families may have 1 adult per household in attendance.

May our bus driver attend the performance?

If your bus driver is also serving as a supervising chaperone, he/she may be included in your ticket request. Otherwise, we are unable to accommodate bus drivers.

May parents purchase tickets to Arts Education performances?

As space is limited and the Arts Education Program is designed to serve students and teachers, we are unable to open ticket sales to parents.

Does my registration guarantee that my request will be fulfilled?

Upon submitting your registration, you will receive an automatic email from the Box Office confirming receipt of your registration. If you do not receive this email confirming receipt of

your registration, please contact the Box Office at 434-979-1333 or email boxofficestaff@theparamount.net.

You will be notified of your **registration status** by e-mail within 2 weeks upon receipt of your registration form. This notification will confirm the show(s) you requested and number of adults and students. Your invoice with payment due dates will also be included.

Registrations are processed in the order in which they are received.

If the show has filled at the time of your registration, you will be automatically placed on the waitlist for that show.

If you have not received your registration status within 2 weeks of submitting your form, please contact the Box Office at 434-979-1333 or email boxofficestaff@theparamount.net.

How is seating determined?

All reserved seating is determined by the Box Office to ensure all groups can sit together and that special needs seating requests are accommodated.

What if I am placed on a "Waiting List"?

You will be notified when you receive your registration status if your group is placed on the Waiting List for a performance. You may request to be removed from the waitlist, or added to a different performance at any point. The Paramount will contact you when/if enough space opens to accommodate your group.

Does The Paramount provide financial assistance?

Thanks to generous funding from grants, sponsors, and individual donors, The Paramount is able to offer some financial assistance to students who qualify based on need. *(Please request funding only if there are no school, PTO, or other community funds to support these students.)*

What forms of payment does The Paramount accept?

The Paramount accepts checks payable to The Paramount Theater and credit cards. Specific payment details are included on all invoices.

When is my payment due?

Payment may be made any time up to the specified due date on found on the registration form and on The Paramount's website.

Will I be reminded when my payment is due?

Yes. If payment has not already been received by two weeks out from the payment due date, a reminder will be sent at that time to the email provided on your registration form.

May I change the number of students/teachers that I am bringing after I register?

Please send any change requests of the number of students or teachers as soon as possible to the Education and Outreach Assistant, Sarah Guilford, at sarahguilford@theparamount.net.

Any reductions in number of students and/or teachers must be approved by the Box Office before the payment due date.

You may request additional seats up to 2 days before the performance by contacting the Box Office. We will do our best to fulfill your request.

May we bring additional students or adults on show day?

Please do not bring additional students or adults on show day without prior approval from the Box Office. Most shows are sold out, and seating assignments are made for the exact number in your group.

Are there any age restrictions for the performances?

Arts Education performances are for ages 4 and up. Unless otherwise specified, we request that you do not bring children under the age of 4 years old to any show, including infants.

What if I need to cancel my reservation?

Cancellations must be requested before the payment due date of the performance. If you need to cancel your reservation, please email the Education and Outreach Assistant, Sarah Guilford, at sarahguilford@theparamount.net by the payment due date.

What happens if there is inclement weather or the performance is cancelled?

Schools unable to attend due to school closures will be sent a full refund.

If The Paramount has to cancel the show in the event of inclement weather, The Paramount staff will communicate with attending schools as soon as possible. The Paramount will make every attempt possible to find a mutually agreeable/available date with the artists for them to return and offer the performance on another date. If a new date is scheduled but your school is unable to attend, a full refund will be sent. If The Paramount is unable to re-schedule, a full refund will be sent.

Show-Day Logistics

When should we arrive at the theater?

Arrive early! Please arrive 20-25 minutes prior to the show to be seated.

How long will the performance be?

Most performances last ONE HOUR unless specified otherwise. Check out the Arts Education web page with performance listings for more information.

Where should we park our bus for the performance/ where and how does the drop off work?

Click the links below for information and directions.

[Directions to Theater and Bus Drop Off – Pick Up Information](#)

[Directions for School Bus Parking 2018](#)

How and where do we check in when our school group arrives?

Please bring your show day CONFIRMATION with you on the day of the performance for check-in. This Confirmation will be sent to you by The Paramount one to two weeks prior to the performance. You will NOT receive printed tickets for your order.

Please check in with a Paramount Representative outside the main doors of the Theater when all members of your group have arrived. Each Paramount Representative will be wearing a Paramount badge.

What is your cell phone/electronic device policy?

Please have all electronic devices turned off and stored away prior to the performance.

Are backpacks, snacks, and beverages allowed in the theater?

Food, beverages, snacks, gum, and backpacks are NOT permitted in the Theater. If teachers must bring a backpack for medical reasons, please contact the Box Office prior to show day.

Is there a Lost & Found?

Yes. The Lost and Found is located in the Box Office. If you believe you have lost an item during a performance, you may call the Box Office at 434-979-1333, which is typically open Monday through Friday 10 AM to 2 PM.

What is your photo policy?

Recording the performances or taking photos is strictly prohibited. Paramount staff may photograph your visit for use on our website or in promotional materials. If you or your students do not wish to be photographed, please inform The Paramount prior to the show or on show day at sarahguilford@theparamount.net.

Accessibility and Services

Does The Paramount accommodate those with special needs?

Yes. If a teacher, student, or chaperone requires special services, or if you will be accompanied by a service professional who needs consideration for the show, please indicate in the Special Needs section of your registration and we will accommodate accordingly.

Does The Paramount have elevators?

Yes. The elevator is located in the Lobby.

How do I request ADA seating?

Please indicate on your registration if you will be requiring any wheel chair accessible seating.

Enriching Your Show Day Experience

Where can I find more information and study guides for a performance?

The Paramount provides **Study Guides** for all shows. Guides include additional background about performances as well as a variety of learning activities designed to enhance the overall educational components of each performance and enrich the overall experience. Study Guides may be accessed from the Arts Education Program section of The Paramount Theater's website: www.theparamount.net.

The Paramount also offers tips for **Theater Etiquette**.

Click HERE: [Important Show Day Information](#)