2018-19 STUDENT MATINEE PLANNING GUIDE
Dear Educator,

Thank you for planning a trip to the Auditorium Theatre – a National Historic Landmark – so your students can experience the transformative power of the arts. We know that planning a field trip can be time consuming, and appreciate your dedication to providing your students this opportunity. It is our hope that this Guide serves as a resource and makes planning your trip easier.

Everyone at the Auditorium Theatre is always thrilled to welcome 2,000+ young people into the theatre for our Student Matinees. With so many people coming through our doors, your students’ experience and safety is our first priority. This Guide includes information about policies and deadlines that are in place to ensure a safe and inspiring experience for your students.

If you have any questions or need help, please feel free to contact me at 312.341.2357 or sales@auditoriumtheatre.org.

Thanks again, and we look forward to seeing you and your students in the theatre.

Ticket Services Manager
Adjusting Your Trip Order

We love hearing: “I’m bringing more students!”
Add more reservations to your order by contacting us at 312.341.2357.

Please note: If you are adding more reservations less than 30 days from your performance date, please make sure that you are ready to mail or drop off a check within the next business day. Seats that are unpaid less than 30 days from your performance date* are not guaranteed until they are paid in full. Checks for additional reservations must be received before your Student Matinee date, and may not be dropped off the morning of the Student Matinee.
*Your full payment for Alvin Alley American Dance Theater is due on January 25, 2019.

Reducing Your Order
- You only need to pay for the reservations you need.
- To reduce the size of your group, contact us with your final headcount before you make your final payment.
- Remember, there are no refunds or exchanges once payments are made.

Payment Information
- Once you make your reservation, you will receive an invoice via e-mail. Please confirm that your contact information, date, time, and headcount are correct.
- There is a one-time, flat $10 service fee applied to each group order. This fee is applied to each Student Matinee date that is booked.

Payment Plan Schedule

<table>
<thead>
<tr>
<th>60+ Days from Performance</th>
<th>31-59 Days from Performance</th>
<th>Less than 30 Days from Performance</th>
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<tbody>
<tr>
<td>A 50% deposit is due 30 days after your reservation date, final payment is due 30 days from the performance</td>
<td>A 50% deposit is due one week from when you make your seat reservation, final payment is due 30 days from the performance</td>
<td>Must be paid in full one week from when you make your seat reservation</td>
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Please note: If your payment is not received by the deadline, your trip is not guaranteed and can be cancelled without notice.
How to Make a Payment

- **Phone:** Call 312.341.2357 with an American Express, Visa, MasterCard or Discover.
- **Mail:** Send a check or money order to:
  Auditorium Theatre
  Attn: Student Matinees
  50 E Ida B Wells Dr
  Chicago IL 60605

- **24/7 Drop Box:** Located in Roosevelt University’s Wabash Tower (425 S Wabash, 14th Floor). To access this, check in with Roosevelt University’s security desk on the first floor. Take the elevators furthest to the left to the 14th floor. The drop box is located to your right of the 14th floor security desk.

- **In-person Payments:** Please set up an appointment with a member of the Sales Team at least one business day in advance. **Payments will not be accepted in-person without an appointment.**

Please Note:
- Purchase Orders (POs) are not an acceptable form of payment.

Your Seat Locations

- **Student Matinees are not ticketed events.** Once your group is paid in full, we will send you an official confirmation via e-mail. Please bring this with you to the theatre the day of show.

- **Your seat locations are determined on a first come, first seated basis.** Doors open at 10AM SHARP. Students will be taken to their seats at the direction of the Auditorium’s staff. Your group will not be seated if you arrive earlier than 10AM.

- **Your group may be split up if your school sends multiple buses that arrive separately.** Groups that arrive on the same bus will be seated together. We recommend that each bus have at least one chaperone for every 10 students.

- Once your group is seated, you may not save additional seats for other members of your school group who may be arriving separately.

**FYI** No refunds or exchanges. | All Student Matinee policies are subject to change.
Communicating with the Auditorium Staff

Our staff is working behind-the-scenes to make sure that you have a smooth experience. As it gets closer to your Student Matinee date, we may reach out to you with questions about your order and payment reminders.

We expect that any correspondence in regards to questions we have about your group are answered within two business days.

Welcome Packets

Approximately one week from the performance, you will receive a Welcome Packet via e-mail that includes your bus sign, theater entrance sign, Classroom Companion, and other important information that will make your Auditorium Theatre experience easy and enjoyable.

Chaperone Policy

The Auditorium Theatre requests one teacher/chaperone for every 10 students. Please escort children, ages 5-12, to the restroom. Everyone, including chaperones, must pay the admission fee.

Accessibility

The Auditorium Theatre makes every effort possible to accommodate the needs of all members of the community, and is dedicated to complying fully with the Americans with Disabilities Act. If you or members of your group are in need of accessible seating, please contact us as soon as possible. On the day of the performance, after office hours, please call Patron Services at 312.341.2389 to make special arrangements. Please visit AuditoriumTheatre.org for more information on accessible accommodations at the Auditorium.

Accessible Entrance

Our accessible entrance is located on Ida B Wells Dr, west of the main entrance. We recommend that all patrons who have accessible needs be dropped off on Wabash Ave at the corner of Ida B Wells Dr.

Accessible Washrooms

Two accessible gender neutral washrooms are located on the main floor and third floor.

Assistive Listening Devices

Patrons may obtain infrared assistive listening devices FREE of charge from Patron Services, located in aisle 1 of the main floor. Please be ready to leave a photo ID.

Motor Coach Parking & Drop Off Parking

Traffic in the Chicago Loop is unpredictable. If you are arriving by bus, we recommend scheduling your arrival between 10:15-10:30AM and allow extra time for traffic. This way, you’ll have plenty of time to arrive, get comfortable, and enjoy the show.

Please click here for information and a map of motor coach and bus parking locations where your bus driver can park during the Student Matinee after they have dropped your group off at 50 E Ida B Wells Dr.

Please Note: Everyone MUST BE DROPPED OFF AT 50 E Ida B Wells Dr to ensure a safe and swift entrance for everyone!
Contact Us

Contact us if you have questions or need anything!

Office Hours:
Monday-Friday: 9-5PM
Closed: Saturday to Sunday and on select holidays

Nicole Wetzell | Director of Sales
Chris Dorsey | Ticket Services Manager

Phone:
312.341.2357

Email:
sales@auditoriumtheatre.org

Mailing Address:
Auditorium Theatre of Roosevelt University
Attn: Student Matinees
50 E Ida B Wells Dr
Chicago, IL 60605

For Immediate Assistance:
Ticket Services Center: 312.341.2300
Hours vary from week to week. Click here for updated hours.