



## FIELD TRIP GUIDELINES

2021-2022

**IMPORTANT INFORMATION: PLEASE READ in its entirety**

**ADMISSION:** Tickets are \$8 per person. Groups receive one free ticket with every 15 purchased. Discounts are available for Title I schools (subject to availability). Paper tickets are only distributed to families or group reservations of less than 10 tickets.

**CHAPERONES:** We recommend a minimum of one chaperone for every 15 students. All students, teachers, and chaperones must be included in the ticket reservation. Chaperones must show proof of vaccination or a negative PCR test within 72 hours of attending a performance.

**RESERVATIONS:** Advance reservations are required. We understand that you may need to estimate the number of seats needed. Please include all students, teachers, and chaperones in your reservation.

**RESERVATION CHANGES:** **All changes in the number of seats reserved must be made at least two weeks prior to the performance.** Refunds will not be issued due to student absence, transfer, late arrival, or dislike of a performance. If you need to increase the number of seats after making your final payment, please contact The Grand's Education Department as soon as possible. Seats will be added based on availability.

**Reservations** may be placed by:

- E-mailing the completed form to [Discovery@grandopera.org](mailto:Discovery@grandopera.org)
- Faxing the completed form to (302) 652-5346
- Phoning:
  - Schools – (302) 658-7897, ext. 3201
  - Families – (302) 652-5577
- Mailing the completed form to:
  - Allyson Sands, Education Manager
  - The Grand Opera House
  - 818 N. Market Street
  - Wilmington, DE 19801

**CANCELLATIONS:** Cancellations must be received in writing at least 30 days prior to the performance, and payments will be refunded. Cancellations made within 15-30 days of the performance will be charged a cancellation fee (50% of the total invoice) and/or receive a partial refund. Cancellations made within 14 days of the performance must pay the full invoice amount; refunds will not be issued.

### **COVID SAFETY PROTOCOLS:**

**All patrons, volunteers, and staff are required to wear a mask indoors regardless of vaccination status, unless they are actively eating or drinking.**

**The Grand** has layered prevention strategies in place to help protect the health and safety of our patrons, volunteers, and staff. We have increased frequency and thoroughness of disinfection at high-touch areas with CDC-recommended products and equipped each of our venues with numerous hand sanitizer dispensers. We have also made significant improvements to our HVAC systems to meet CDC recommendations, maximizing fresh air intake per hour, and using recommended Merv-13 air filters to optimize air quality. Masks are worn by all staff and volunteers. Vaccinations or negative PCR test within 72 hours of the event are required.

**Schools** are required to provide proof of their COVID safety protocols at the time of reservation request. On the day of the performance all *adult* attendees will be required to show proof of vaccination or a negative PCR test within 72 hours of the event for entry into the buildings. All attendees must wear masks at all times. **There will be one empty row between each school group.**

**Families** who purchase individual tickets will be required to show proof of vaccination or a negative PCR test within 72 hours, for each attending family member, before entry into the buildings and masks are to be worn at all times.

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If one patron in a group does not have the necessary health credentials, the rest of the group can be admitted or can choose to not attend the performance. Refunds will be provided for all patrons who are not able to attend due to their inability to produce the necessary health paperwork.

**PAYMENTS:** We accept cash, check, and all major credit cards (American Express, Visa, MasterCard, and Discover).

- For groups of 10 or more, **final payment and ticket counts are due two weeks before each performance.** (Please check your invoice for show-specific due dates.)
- Group orders received within two weeks of any performance date must be paid in full at the time of the reservation.
- Families and small groups must pay in full at the time of the reservation.

**SEATING:** One row will be empty between school groups. Seating is assigned by The Grand's staff. Consideration is given to the date the reservation was received, age of students, special needs, and payment status. Ushers will escort your group to their assigned seats. Each venue has a limited number of wheelchair accessible seats. Please inform us of any special needs when making a reservation. Special accommodations may require seating separate from the larger group.

**INCLEMENT WEATHER:** Because the shows are performed by touring companies, it is usually impossible to reschedule a performance for any reason and the show will go on as planned. If your school is closed or delayed and you notify The Grand within one week after the performance, you will be offered a credit toward a future Stages of Discovery performance. If that is not possible, The Grand will retain a cancellation fee and issue a partial refund. In the rare circumstance that The Grand must cancel a show due to a state of emergency, you will be offered a credit toward a future show or a full refund.

**TRANSPORTATION SCHOLARSHIPS:** Funds are awarded on a first-come, first-served basis, and may be used only for transportation to a Stages of Discovery show. If approved, schools must provide a receipt for bus transportation reimbursement or the bus company may invoice The Grand directly. Please note that transportation funds will not be disbursed until tickets are paid in full. An application is available on our website.

**NO LUNCHESES:** As we reopen, The Grand's three theaters will not be able to accommodate requests for indoor lunch spaces during our 2021-2022 season. Groups may utilize [Rodney Square](#), a public park, across the street from **The Playhouse** (weather permitting).

**RECOMMENDED GRADE LEVELS:** The Grand recommends appropriate grade levels for each performance to ensure the best experience for everyone. If you would like to bring students outside of the recommended grade level, please contact Allyson Sands to discuss the performance content. Stages of Discovery performances are intended for school-age children. Bringing children under the age of 3 is discouraged.

**STUDY GUIDES:** Study guides for most performances are available to download from our website.

**CLASSROOM VISITS:** Classroom visits help prepare your students for their field trip. Programs may be customized to suit your educational goals. Material covered will include a custom lesson plan related to the content of the show, theatre etiquette, and the history of The Grand or Playhouse. The first classroom visit is just \$25; discounts are offered for each additional class, with a maximum 30 students per class. A travel fee may apply. To arrange a classroom visit with one of our education staff, please contact Allyson Sands at [Discovery@grandopera.org](mailto:Discovery@grandopera.org) or (302) 658-7897 x3201.

**PARKING AND DIRECTIONS:** **Information on parking and bus directions will be emailed to the lead teacher the week of the performance in an email with the subject: VITAL INFORMATION. Please add [Discovery@grandopera.org](mailto:Discovery@grandopera.org) to your email contacts to ensure delivery.**