

## Student Matinee Reservation Policies and Performance Procedures, School Year 21-22

### Admission

Student Matinee performances at GALA Hispanic Theatre are at 10:30am on weekdays and are open to public, private, and homeschooling groups of all ages. Each in-person performance offers a post-show discussion centered on the students' viewing experience. Please see show descriptions on [website](#) for age recommendations.

GALita (Shows for ages 6 and up)	\$10/individual
Mainstage (Show for 10 and up, depending on show)	\$15/individual

The GALita show will be offered in-person and virtually for the 21-22 school year. Pricing and more info TBA.

### Complimentary Tickets for Teachers

For every 20 student tickets purchased you will receive one free Educator Ticket for the matinee. Additionally, once the invoice for the student matinee has been paid in full, teachers on the student matinee reservation will receive one free complimentary admission to an evening or weekend show of their choice by emailing [education@galatheatre.org](mailto:education@galatheatre.org). These evening and weekend complimentary tickets are subject to availability.

### Reservation Forms

Please have all permissions and paperwork cleared per your school or county regulations prior to making the reservation. Reservations are required in advance. Reservations are finalized on a first-come basis.

To check seat availability, please visit the [student matinee webpage](#) and scroll to the events calendar and click on the dates you'd like to visit. [The reservation form is available here](#), as well as on the above link.

All parents, guardians, bus drivers, aides, and/or chaperones attending the performance must be arranged through the teacher or individuals who makes the reservation for the school group. Everyone who enters the theatre as part of your group must be included in the reservation.

### Reservation Invoicing and Payment

Your reservation request will be processed within five (5) business days. You will receive a confirmation email with an invoice attached, which serves as confirmation that your reservation has been received. It is not a guarantee that the reservation has been made. A reservation is guaranteed upon full payment of the amount indicated in the invoice.

For groups of thirty (30) or more, 10% of the estimated reservation amount is required within ten business days from the date of invoice receipt. All sales are final.

Final payments and seat count are due a minimum of three (3) weeks prior to the performance. You will receive a courtesy email from the education department about your commitment. If full payment is not received by this date,

seats may be released. The number of tickets reserved cannot be reduced after the three (3) week deadline has passed.

You may request additional seats subject to availability; however, payment for the additional tickets must be received prior to the performance or on the day of the performance.

You may fulfill your invoice by:

- Checks made payable to GALA Hispanic Theatre
  - Please provide a copy of the check at the time of shipping via email, and include date sent.
  - Mail to: GALA Hispanic Theatre ATTN: Education, 2437 15<sup>th</sup> St NW, Washington DC 2009.
  - Please attach copy of the invoice.
- Card payments processed via phone
  - To process card payments via phone, call 202-750-0610

### **Refunds and Exchanges**

Requests for refunds or exchanges will be honored only if an event is canceled by GALA Hispanic Theatre. In addition, (1) no refunds will be made for seats not used on the day of the performance for any reason; or (2) no credit will be given for another performance and/or date for any seats not used on the date of performance reserved.

All sales are final.

### **Accessibility and Accommodation**

Please describe your accommodation request on your reservation form, and the education department will follow up on your request. We offer surtitles for each main stage show and have wheelchair-accessible access to the theatre. One-on-one aides for students receive complimentary admission to the show, please indicate in your reservation form. We also offer plain-text study guides upon request. Please email [education@galatheatre.org](mailto:education@galatheatre.org) for any requests.

### **Study Guides**

GALA offers study guides for all student matinee programming and can be found [here](#), usually six (6) weeks before the first corresponding student matinee. Plain text study guides are available upon request.

### **At The Performance**

- Masks are required, regardless of vaccination status, for the collective safety of field trip attendees and GALA staff and artists.
- No food, beverage, gum, or candy permitted in the theatre; however, they are allowed in the lobby.
- Recording or taking photos during the performance is strictly prohibited.
- Please ensure that all cell phones are off and put away before entering the theatre.
- The nearest emergency exit from the theatre is up the stairs. This will be reviewed at the performance.
- Please go over theatre etiquette with your students before arriving at the theatre.

**We look forward to welcoming you to the theatre! Please email or call with any questions.**

202-750-0610 // [education@galatheatre.org](mailto:education@galatheatre.org)