



Field Trip Day-Of Guide

We're excited to welcome your students to Orlando Family Stage! Here's everything you need to know for a smooth visit.

1. Arrive On Time

- Field trip performances typically begin at 10:30 AM or 12:00 PM
- Please plan to arrive at least 30 minutes before show time to allow time for unloading, check-in, restroom breaks, and seating. *Students may miss part of the show if your group is not here when it begins.*
- **Running late? Call the Box Office immediately at 407.896.7365.**

2. Check-In and Unload

- The teacher who booked the trip, or a designated representative, should check in at the Box Office to make final payment and confirm the number of students and chaperones in the group.
- While check-in is taking place, chaperones may begin organizing students in the lobby as directed by staff.
- Any lunch coolers may be stored in the lobby during the performance.
- After unloading, students should remain with their group and wait for instructions from theatre staff.
- Buses can park in the parking lot in front of Orlando Family Stage. Overflow parking is available on Mills Avenue if needed.

3. Seating & Restrooms

- Seating is pre-assigned based on group size and accessibility needs. When directed by staff, line up students in the order you'd like them seated and follow staff instructions for entering the theatre.
- Please make restroom visits before the show starts. We may ask for you to visit as a group before or after you're seated, but individual needs are always accommodated.

4. Enjoy the Show

Help students have a great experience by remembering:

- ✓ Water only in the theatre
- ✓ Phones and devices silenced and put away
- ✓ No photography or video recording during the performance
- ✓ If a student needs a break for any reason, they may leave and return with a chaperone. Please use the doors at the back/top of the audience space, and listen for announcements before the performance in case performers will use aisles and stairs.

Be a Great Audience!

Actors love hearing audiences laugh, clap, and react to the story. That's part of the fun of live theatre!

Help your students:

- ✓ Listen with their ears
- ✓ Watch with their eyes
- ✓ Laugh and clap at the fun parts
- ✓ Save conversations for after the show
- ✓ Respect the actors and other audience members

5. Lunch & Departure

- After the show is a great time to take pictures in our lobby or front steps! Feel free to send photos home or share with your school's social media.
- Groups are welcome to enjoy lunch in Loch Haven park next to Orlando Family Stage following the performance.
- Lunches and coolers may be stored in designated lobby areas during the show. Indoor lunch space is not available, even in poor weather.
- Please help us keep the park clean by disposing of all trash.

Need Help?

Box Office: 407.896.7365

Field Trip Questions: fieldtrips@orlandofamilystage.com

Thank you for helping us create a memorable theatre experience for your students!



Know Before You Go!

How much are field trip tickets?

Tickets are \$20 each (EXCEPT for Charlie Brown tickets which are \$25). For groups with a minimum of 50 tickets, we offer one complimentary seat for every 10 in your ticket order. A \$5 Order Fee is included on ALL ticket orders. We accept credit card & check as preferred payment options. Exact cash is also accepted.

Payment Options and Policies

Option 1, Pre-pay or Split Payment: A deposit of 50% of the full order amount is due 2 weeks prior to the performance date. The remaining order balance is due upon check-in on the morning of your field trip. You are also welcome to pay any remaining balance at any time after your reservation has been confirmed.

Option 2, Purchase Order: If you are unable to pre-pay deposit(s) you must submit a Purchase Order (PO) from your school or district to hold your reservation and pay the full balance no later than the morning of the show. Purchase orders must be signed by your school's principal, bookkeeper, or other representative who is authorized to commit school/district funds. Purchase Orders can be emailed to fieldtrips@orlandofamilystage.com. All POs must be submitted before your reservation is finalized.

Option 3, Signed Commitment: If you are unable to pre-pay AND are unable to submit a Purchase Order, you may submit a signed letter from your school's principal or bookkeeper (or other representative authorized to commit school funds) stating your school's intent to attend the performance and that your school will pay the full balance the morning of the performance (include the school name, number of tickets, and total balance due). Your Field Trip will be reserved upon receipt of this letter.

- If a reservation is made less than 2 weeks prior to a performance, the reservation must be paid in full.
- If a PO, deposit, or full payment has not been received by the stated deadlines, Orlando Family Stage reserves the right to cancel your field trip.
- Tickets are non-refundable.
- There is a \$5 order fee applied to ALL group reservations.
- Field trips must be paid in full before entering the theater.

Can I bring payment on the day of the performance?

Yes, we can accept payment in full on the day of the performance as long as we have received your deposit(s) or Purchase Order information by the stated deadlines. Please email your PO information or a signed letter from your principal/bookkeeper to fieldtrips@orlandofamilystage.com so we can accommodate your request. Field trips must be paid in full before entering the theater.

Cancellation Policies

All cancellations MUST be made in writing no later than 2 weeks prior to the performance date by emailing fieldtrips@orlandofamilystage.com. Any cancellations within 2 weeks of the performance date will result in a cancellation fee. The cancellation fee is 50% of the original total balance.

In the unlikely event that Orlando Family Stage cancels your field trip due to an emergency or hurricane, you will receive updates via the primary email address you provide. We will also call your school with this update. In this situation, Orlando Family Stage will either attempt to reschedule your group or provide a refund as necessary. Please email fieldtrips@orlandofamilystage.com if you have any questions about emergency cancellations.

Reduction and Adjustment Policies

If you need to change seats in your reservation, email fieldtrips@orlandofamilystage.com no later than 2 weeks prior to the performance date. Your reservation will not be changed after the 2 week deadline date and your school is responsible for the number of seats on the order as of that 2 week deadline cutoff. If you need additional seats, we will make every effort to accommodate your request. Please keep in mind that shows frequently sell out and availability may be limited. Please do not add tickets to your reservation without checking availability first.

Arrival and Late Arrivals

Please plan to arrive at least 30 minutes, and no more than one hour, before your scheduled performance time. This allows adequate time for check-in, restroom breaks, and seating before the performance begins.

Because many of our school-day performances serve multiple groups and operate on a tight schedule, late arrivals can impact not only your students, but also the cast, theatre staff, other attending schools, and transportation schedules for schools returning to campus. We appreciate your partnership in helping performances begin on time.

If your group is running late, please contact the Box Office at 407.896.7365 as soon as possible. Depending on the production and circumstances, the House Manager may choose to hold the

performance for up to 15 minutes. However, this decision is at the sole discretion of theatre staff and cannot be guaranteed.

Groups arriving after the performance has begun will still be admitted, but students may miss a portion of the show. No refunds will be issued for groups that arrive late.

Seating

Upon being directed to your seats, fill in every seat in each row. If your small group gets split up at the end of a row, please continue to move into your directed seat. You won't be too far from them, we promise! Once your entire school group has a seat, you will be able to shift seats to reunite your small group. We do this to make seating as quick and efficient as possible, so we can start the show for you as soon as possible.

No-Shows

If your group is unable to attend, please notify Orlando Family Stage as soon as possible. Written cancellations received at least two weeks prior to the performance date will not incur a cancellation fee. No refunds will be issued for groups that do not attend their scheduled performance.

Accommodations Requests

Orlando Family Stage can accommodate patrons utilizing a wheelchair or walker and will provide accessible seating upon request. We can also accommodate ASL interpretation, Assisted Listening Devices and other sensory needs upon request. If you have any questions regarding these or other accommodations, please contact the Box Office for more information. To ensure a seamless experience, provisions should be made no later than 2 weeks prior to the performance.

Where can we eat lunch?

There is a park conveniently located next to Orlando Family Stage, and all groups are welcome to have a picnic lunch outside after the performance. Groups may come back inside for restrooms and water fountains as needed. Please plan accordingly in case of inclement weather, as we do not have an indoor/covered eating area. If you eat lunch in the park, you are responsible for your group's trash. Orlando Family Stage can provide trash bags as needed, but teachers need to ensure that any trash is disposed of properly.

Are Teacher Resource Guides available for each show?

Yes, Teacher Resource Guides will be available for each show on our website at www.orlandofamilystage.com. All of our guides correlate with Next Generation State Standards and Florida State Standards.

Theatre etiquette for first-time student audiences

As we are very often a child's first foray into the world of theatre, we strive to balance the magic of live performance with the developmental needs of young audiences. Below is a list of guidelines, but know that we give grace to new-comers who are just beginning to learn theatre etiquette.

Things to do Before the Show

- Before you arrive, set expectations by explaining that actors can actually see and hear the audience and to help them focus we are quiet during the show.
- Arrive with plenty of time to make bathroom runs before the show. Depending on when you arrive, we might ask you to be seated first and then make bathroom runs in groups. Make the final bathroom run right before the lights go down.
- Encourage your children to laugh, giggle, and clap at the appropriate moments to show their appreciation.
- If a child becomes disruptive, or overly vocal, we respectfully ask that you take them into the lobby until they are ready to return. We have comfy lobby areas to wait and noise cancelling headphones for sensory needs. Reentry is encouraged!

Things to Do During the Show

- Please keep cellphones and tablets off or on silent during the show.
- Eating or drinking anything besides water is not permitted in the theater.
- Voices carry surprisingly well in theaters. Please save commentary, questions, and reactions for appropriate moments or after the show.
- Keep feet on the floor and avoid resting them on the seats in front of you.
- Please don't walk, climb on or throw anything onto the stage, before, during or after the show.

If you have any questions, please contact the Box Office at 407.896.7365 or fieldtrips@orlandofamilystage.com