

## CMT SAN JOSE

### STUDENT MATINEE FREQUENTLY ASKED QUESTIONS

*PLEASE KEEP THIS PAGE FOR YOUR RECORDS AND REFER TO IT AS NEEDED*

#### **ALWAYS GET APPROVAL**

**Always get approval from your principal or group leader in advance.** Cancellations made within 8 weeks prior to the scheduled performance date will not be refunded. In the event of a cancellation, the ticket buyer will be held responsible for payment and charged in full for the total number of seats reserved.

#### **PAYMENT POLICY**

There are two ways to pay. You may choose to pay at the time of purchase with a credit card, or mail in a check payment within 30 days of purchase. All payments must be received in full within 30 days of purchase, unless other arrangements have been made. If you need more time to mail in your payment, or need to discuss an alternate payment method, please email [ryan@cmts.org](mailto:ryan@cmts.org) If you choose to pay by check, please mail or deliver your check (made payable to CMT San Jose) for the full amount due within 30 days of purchase to: CMT Education Department 1545 Parkmoor Ave San Jose, Ca 95128. **When mailing or delivering your payment, please make sure to include a copy of your ONLINE CONFIRMATION RECEIPT.** Box Office hours are from 10am to 4:00pm, M-F, excluding all major holidays.

#### **CANCELLATIONS AND SEAT REDUCTIONS**

**Any changes to your reservation must be made at least 8 weeks prior to your scheduled performance date.** If circumstances arise that prevent your group from attending the production, please notify us immediately at 408-288-5437 x821. In the event of a cancellation or seat reduction, the ticket buyer will be held responsible for payment and charged in full for the total number of seats reserved. **Tickets that you do not plan to use are expected to be reported!** Late cancellations and no-shows deprive other students of the opportunity to have a valuable arts experience and will jeopardize your eligibility for this program in the future. Please inform us as soon as possible if you have tickets reserved that you no longer need.

#### **TICKETS**

You will **not** receive paper tickets. **Check your inbox!** After registering, an EMAIL CONFIRMATION RECEIPT will be sent, containing the required ticket information. Please **PRINT YOUR RECEIPT** and bring it with you to the event entrance – this is your official group ticket. **PLEASE NOTE:** An accurate count of your total group size will also be requested upon your arrival at the theater.

#### **PARKING AT THE THEATER**

Drop-off and pick-up may occur directly outside of the Montgomery Theater on South Market, or on the corner of Park at South Market. Easy access is inputting The Tech Museum into GPS then pulling up to the theater drop-off. Public parking is available for individual drivers. Visit [www.parksj.org](http://www.parksj.org) for parking locations and maps.

#### **SEATING AND ARRIVAL TIME**

**Please arrive 30 min. prior to the performance time.** Groups of 150 or more should plan to arrive at least 45 minutes prior to the performance time. Seating will be pre-assigned based on reservation total, accessibility needs, and group arrival time. Your group will only be seated once your entire party has arrived.

#### **POST-SHOW PROCEDURES**

Our House Manager will invite groups to leave the theater one group at a time. Audience members are welcome to use the bathrooms on the way out if needed. Please be aware that the lobby doors are closed as soon as all groups have exited the building. Kindly arrange to have your group leave the Courtyard area outside of the theater as soon as possible following the performance.

#### **NO FOOD OR DRINKS**

There will be no snacks, drinks, lunch items, or backpacks allowed in the Montgomery Theater. If you can not leave these items on the bus, they may be stored in the lobby during the performance. If you plan to provide your students with lunches or snacks, please do so outside of the facility, prior to, or after the performance only.

**NO PHOTO OR VIDEO**

Due to copyright laws and under the policies of the royalty houses there is absolutely no photo's or videos allowed of the performance. The Ushers and Front of House Manager will strictly adhere to these rules.

**INTERMISSION**

There will be a brief 10-minute Q&A experience with members of the cast and a CMT staff member. During this time, you may use the restroom on a case by case basis but please don't escort entire groups out as it will cause disruption and delay the start of the second act.

**FOR MORE INFORMATION**

For more information about the Student Audience Matinee program, please contact Ryan Christopher, CMT Education Manager at 408-288-5437 x 805, or email [ryan@cmts.org](mailto:ryan@cmts.org)