



# FREQUENTLY ASKED QUESTIONS

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## **Who attends Peace Outreach Program performances?**

All patrons ages 3 and older are welcome to attend Peace Outreach Program youth performances.

## **How do I purchase tickets?**

Groups will download a Ticket Order Form from the Peace Outreach Program performance series webpage and follow directions on the form. Submit completed Ticket Order forms to the Box Office by fax at 864.467.3025 or by mail to: Peace Center Box Office, 300 S. Main Street, Greenville, SC 29601. An invoice will be **emailed** to the Contact Teacher listed on the Ticket Order Form as soon as the ticket order is processed.

Payment for groups with a balance in excess of \$100 is due four weeks after the ticket order is processed. Groups with a balance of \$100 or less should provide total payment at the time their order is placed.

Individuals wishing to bring their children to POP Shows, separate from a school group, should contact the Box Office directly to order tickets at 864.467.3000.

## **Public and Private Schools**

Schools with a Teacher Connection (a teacher who has volunteered to serve as their school's Peace Center liaison) and teachers attending our POP Kickoff are first able to purchase tickets at the POP Open House in August. Teacher Connections submitting orders are asked to submit an order form for each grade-level wishing to attend a POP Show, not simply one order form for the whole school.

Schools who do not attend our Kickoff may begin purchasing tickets in September. Join the Teacher Connection Network by contacting Staci Dillard at [sdillard@peacecenter.org](mailto:sdillard@peacecenter.org) or 864.679.9203 for a membership form.

Schools may request scholarship tickets for students participating in the free lunch program. Although the Peace Center cannot fill all scholarship requests, we strive to provide as many scholarships as possible. Your invoice will reflect the number of scholarships granted, the number of tickets to be paid and the total balance due.

Teachers and chaperones pay the same price as students for tickets. Please include all teachers and chaperones in your ticket total.

## **How early should I order tickets?**

Ticket orders are accepted throughout the school year. However, by the end of September, 85% of available tickets are sold out. The faster your order is placed, the more likely you will get into the show you want to see at your first choice time and date.

## **What happens after I submit an order form?**

An email invoice will be sent to the contact listed on the Ticket Order Form. Final payment for the tickets is due four weeks after the ticket order is processed. During these four weeks, a patron may release previously requested tickets without penalty. The Peace Center does not issue refunds after final payment is received.

## **What happens if my group cannot come to a show?**

The Peace Center does not refund payments for cancellations. However, the Peace Center will make every effort to schedule your group for another performance should one be available. Double check your school calendar before placing a ticket order to make sure performance dates do not coincide with mandatory test dates or students holidays.

## **Inclement Weather Guidelines**

Call 864.467.3007 after 7am the morning of the show. The outgoing message will be updated as to whether or not the Peace Center has cancelled a performance.

If your school district or principal cancels field trips, the Peace Center will attempt to re-schedule your group for an alternative performance, date, and/or time.

Please contact Staci Dillard at 864.679.9203 or [sdillard@peacecenter.org](mailto:sdillard@peacecenter.org) with any questions.

## **What happens when we arrive to The Peace Center?**

### **Groups Arriving in Buses**

Greenville Police Officers will direct your bus to the loading areas along both South Main and West Broad Streets. A Peace Center volunteer will board your bus, welcome your group to the Peace Center, and usher your group into the theatre. *Please remain on your bus until a Peace Center volunteer greets your group.*

Buses park at an alternate location during the performances. The POP volunteer greeting your bus will hand the teacher and bus driver a corresponding bus number – one to be placed on the dashboard of the bus and one number for the teacher to keep during the show. The bus will be directed to the parking location. *NOTE: Bus parking is subject to change as the Peace Center continues its renovation.. Teachers will be contacted if and when changes occur.*

### **Groups Arriving in Cars or Walking**

Check in with the Peace Center volunteer seated at the black table in the theatre's lobby. He or she will direct you to your seating area. Cars are not permitted to drop students off in the parking circles in front of the theatres.

Once your group enters the house, a pair of Peace Center volunteers will usher you to your seats.

Peace Outreach Program performances are general admission seating. Shows in Gunter Theatre are seated first come, first serve. Shows in Peace Concert Hall have pre-determined seating area assignments.

## **Will my group be seated together?**

In Gunter Theatre, groups are seated in the order they arrive. Rows are seated all the way across the theatre and vary between 25-32 seats. In the Peace Concert Hall, groups are seated in rows of 25. The Peace Center plans to seat groups together and makes every effort for this to happen. The Peace Center, however, appreciates your understanding and flexibility when unforeseen circumstances arise. If any special seating arrangements need to be made (i.e., certain students must sit in certain places) or you need to re-count your students, please do so before entering the theater or wait until after your group has been seated to rearrange.

## **What special arrangements are available to special needs students?**

Limited wheelchair accessible seating is available in both Gunter Theatre and Peace Concert Hall. Front row seating may be reserved for students with audio or visual handicaps.

Please contact Staci Dillard at 864.679.9203 or [sdillard@peacecenter.org](mailto:sdillard@peacecenter.org) four weeks before a performance to discuss special accommodations for students with audio, visual, or physical handicaps.

## **How long are Peace Outreach Program performances?**

Peace Outreach Program performances generally run for 50 – 65 minutes, unless otherwise specified in the Peace Outreach Program season brochure or the Peace Center's website.

## **What happens when the performance has ended?**

A Peace Center staff member will thank you for attending and give directions for exiting the theatre.

After a performance, groups are dismissed according to the bus number given to them when they arrived at The Peace Center and exited their bus. Dismissal generally takes 15 -35 minutes.

## **Is picnicking available at The Peace Center?**

Picnic groups are encouraged to visit Falls Park or Cleveland Park in downtown Greenville. Both parks offer bus parking and are five minutes away from the Peace Center. Bathrooms are available at Falls Park. Chick-fil-A on Pelham Road even offers lunch delivery to local parks for field trip groups, and Sticky Fingers downtown also offers field trip catering services.

Please contact Staci Dillard at 864.679.9203 or [sdillard@peacecenter.org](mailto:sdillard@peacecenter.org) with any questions.

## **Additional Information about the theatres at The Peace Center**

- Children **under** the age of 3 will not be allowed in the theatre under any circumstances.
- For your safety, **Greenville Police Officers are on site at all Peace Outreach Program performances.** Among other responsibilities, they assist with directing traffic so your buses can enter and exit safely.
- Once the POP Show has ended and groups are dismissed, **groups must report to their buses immediately and exit the loading lanes as soon as possible.** If schools are planning to picnic in surrounding parks downtown, **the buses must exit the Peace Center loading areas and find alternate parking,** as parked buses would hinder the speedy arrival and exit of those attending the following show.
- **Groups are loaded into the hall in the order they arrive,** starting at the front of the theater and working towards the back. If your group arrives in multiple buses and the buses do not arrive together, your group may not be seated together.
- **Chaperones not riding with your group** should arrive early and check in with a **volunteer** who will help them find your group. If chaperones arrive after your group has been seated they may not be able to sit with you unless you have saved them a seat within your group's rows.
- **Food, drinks and gum are not allowed in the theatre.**



### **Important Dates**



August 15 – Tickets on sale to schools with Teacher Connections  
August 29<sup>th</sup> – Tickets on sale to those who attend the POP Open House  
September 1 – Tickets on sale to Public

## **Peace Center Contacts**

### **Peace Center Box Office**

(p) 864.467.3000

(f) 864.467.3025

[poptickets@peacecenter.org](mailto:poptickets@peacecenter.org)

- Order tickets
- Change a ticket order
- Request show availability
- Submit payment

### **Emma Leigh (Program Assistant)**

(p)864.679.9206

[leigh@peacecenter.org](mailto:leigh@peacecenter.org)

- Register as your school's Teacher Connection
- Determine accommodations for students with handicaps four weeks prior to a performance
- Communicate feedback about performances and experience at The Peace Center

### **Staci Dillard (Director of Education)**

(p)864.679.9203

[sdillard@peacecenter.org](mailto:sdillard@peacecenter.org)

- Any general Education or Outreach inquiry

Please contact Staci Dillard at 864.679.9203 or [sdillard@peacecenter.org](mailto:sdillard@peacecenter.org) with any questions.