



# PEACE PASSPORT FIELD TRIP SERIES GUIDELINES

Regardless of age, everyone in attendance must have a ticket. Seating is general admission and groups will be seated as they arrive. If special seating arrangements are needed, please contact Peace Center Group Sales at 864.467.3032.

## RESERVING TICKETS

### GROUPS OF 10+

The Peace Passport Field Trip Series Reservation Form can be found online at [peacecenter.org/passport](http://peacecenter.org/passport). Forms that are missing required or pertinent information will not be processed until all necessary information is obtained.

Completed reservation forms are processed in the order in which they are received. We will work quickly to process your order, but a confirmation may take up to five business days. If you have not been contacted or received confirmation within five business days of submitting your reservation form, please contact Group Sales. Once the order is processed, the contact teacher will receive a Group Sales Contract via email.

Please make sure to check all school calendars and test schedules before completing and submitting your reservation form, and indicate if you are flexible with a performance date and/or time.

### TICKETS

You will not receive printed tickets for your order. Your attendance will be verified upon your arrival. Make sure to include a ticket for all teachers and chaperones in your number of reserved tickets.

## FINANCIAL ASSISTANCE

A limited number of scholarship tickets are available to assist schools in financial need. Scholarships will be allotted to Title I schools following completion of the online Peace Passport Field Trip Series 2019-2020 Title I Reservation Form, separate from the general reservation form. Scholarship tickets will be provided for an entire order and are subject to availability.

For Title I schools receiving scholarship tickets, the attending teachers are expected to watch the provided online webinar for the selected performance, obtaining one hour of professional development credit, and implement, in part or whole, the educator guide and student worksheets in conjunction with the selected performance.

## ACCESSIBILITY

The Peace Center is happy to assist attendees needing accessibility accommodations. If a student, teacher, or chaperone requires any additional services or if a service professional will be accompanying your group, indicate this on your reservation form. This may include, but is not limited to, mobility, auditory, visual, emotional, or cognitive needs.

If you have questions or would like to discuss accommodations for the performance, call us at 864.467.3032. If needs change, notify Group Sales as soon as possible.

## PAYMENT

Schools may either make a deposit for the order and pay the remaining balance separately or pay the entire balance at one time.

### DEPOSIT

For schools paying a deposit, 25% of your order balance will be due within two weeks of order processing. The balance must be paid in full no later than 30 days prior to the first performance of the selected show. If final payment has not been made at that time, your order will be cancelled.

For orders placed prior to the beginning of the 2019-2020 school year, deposits will be due Tuesday, September 3. **All deposit and balance due dates will be clearly stated in your Group Sales Contract.**

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## PAY IN FULL

For schools paying the entire balance at once, payment will be due no later than 60 days prior to the first performance of the selected show. If payment has not been made at that time, your order will be cancelled.

For orders placed prior to the beginning of the 2019-2020 school year, balances will be due beginning Tuesday, September 3. **The due date will be clearly stated in your Group Sales Contract.**

All orders for shows with performances prior to October 30 will have a full balance due date of Tuesday, September 3.

## ADDITIONAL INFORMATION

If an order is placed less than 30 days prior to the first performance of a selected show, full payment will be due at the time the order is processed.

If a school has an unpaid balance from a prior show, new orders will not be processed until the existing balance is paid in full.

## ORDER ADJUSTMENTS

**Changes may only be made to your order prior to the final payment due date.** For Title I schools receiving scholarship tickets for a performance, changes may be made no later than 30 days prior to the performance. Please make sure that you have reserved the appropriate number of tickets for all students, teachers, and chaperones, as many of our performances sell out and we cannot accommodate un-ticketed attendees. Credits or refunds will not be issued for unused seats on the day of the performance.

## ORDER CANCELLATIONS

If a school must reduce their group size or cancel their reservation, the teacher must submit the request in writing prior to the final payment due date. If a written cancellation request is not received, a cancellation fee of 50% will be assessed. Cancellation requests after the final payment due date will be non-refundable. Any payments or deposits made prior to cancellation are non-refundable.

## INCLEMENT WEATHER

In the event of unavoidable circumstances such as inclement weather, the Peace Center will make every effort to reschedule your group into an alternate mutually agreed upon show time or alternative title. If weather impacts the Upstate, call the Groups Sales line at 864.467.3032 the morning of the show, selecting option "5" to see if weather has affected the performance. The contact teacher will also be notified via email. Should inclement weather cause school cancellations, a Peace Center representative will contact you by phone or email to reschedule your reservation.

## PREPARING FOR YOUR ARRIVAL

In order to best prepare for your visit, please confirm the number of buses you will be arriving in and any accommodations for your students **30 days prior to your performance.** You will receive an email 1 – 2 business days before your performance with additional information and instructions.

## DAY OF THE SHOW

Upon your arrival, a Peace Center representative will greet your bus and verify your attendance. School groups are responsible for attending their scheduled performance, which will be indicated on the order confirmation and email sent prior to the performance. Seating can only be guaranteed at the scheduled performance, and orders will not be refunded for missed performances.

Bus drivers are asked to remain with their buses for the duration of the program.

If you need to contact the Peace Center on the day of your show, please call 864.467.3032.

## PICNIC POLICY

The Peace Center does not have a designated picnic area. Additionally, buses may not remain parked on campus while groups walk to downtown picnic locations.