

Midland Center for the Arts 2022-2023 School Matinee Policies



We are excited your students will be joining us for a matinee performance this school year! Please read through the information below to learn more about our policies and procedures.

1. Educational groups of 10 or more are eligible for matinee ticket pricing.
2. To give our staff adequate time to finalize payment invoices, seating, and arrival/dismissal logistics, please plan to confirm your attendance numbers approximately **four weeks** from the scheduled performance date. We will send a final invoice at that time. No adjustments to ticket counts will be made later than **two weeks** prior to the performance.
3. Severe weather/illness: Issues attending the performance caused by severe weather/school cancellations will be handled on a show-by-show basis. Issues with illness in the classroom that affect attendance numbers should be communicated to Center staff as soon as possible and will be handled on a case-by-case basis.
4. Complimentary tickets: The Center provides up to two complimentary tickets per classroom that attends a school matinee performance. If the number of educators/support staff attending exceed the number of complimentary tickets available, those admissions will be included in paid tickets.
5. All ticket purchases must to be made with the school order. Tickets cannot be purchased by individual parents, and cannot be added to an order on the day of the performance due to ticket volume and seating logistics. Any ticket added after the cut-off date would NOT be guaranteed to sit with the school group.
6. Tickets may be paid for via check or over the phone by credit card through the Box Office at 989-631-8250. Please include a copy of your invoice with your check or have your order number ready if paying over the phone. We appreciate prompt payment once a final invoice is issued; if there is a delay, please notify your Center staff contact.
Note current box office hours: Monday closed; Tu-Th 12:00-6:00pm, Sat 10:00am-4:00pm, Sun 12:00-4:00 pm
7. You will not receive physical tickets in the mail, but will check in with your assigned usher when you arrive the day of the show and be directed to your seats by our volunteer ushers.
8. Performances run approximately 60 minutes without an intermission.
9. Arrival and departure information will be communicated to each group within two weeks of the show date. All students, teachers, and chaperones must be present before the group will be seated. Assigned arrival times typically start 20 minutes before a performance and dismissal typically takes 15-20 minutes, depending on the number of schools attending. Bus drivers are asked to be back at their buses and ready to move into the dismissal line no later than 10 minutes prior to the scheduled event end time.
10. If you need a lunch space for your group or would like to also book a museum activity during your visit, please contact our staff right away. These opportunities are limited and available on a first-come, first-served basis.
11. Our performance spaces do have accessible seating, and we are happy to work with educators on ways to make attending a school matinee the best experience possible for students with accessibility needs. **We consider all matinee performances to be a shush-free, judgement-free environment.** We also provide downloadable social stories for all matinees on our website. Please contact Katie Miller (miller@midlandcenter.org) to discuss options regarding arrival, dismissal, seating, and auditorium environment.

