

## Field Trip Frequently Asked Questions



Welcome to the OnStage Field Trip Performance series! To help make your field trip as smooth as possible, please review the following FAQs. If you have further questions, contact me at [onstage@overturecenter.org](mailto:onstage@overturecenter.org).

Thanks for taking the time to enrich your classroom lessons at Overture!

Meri Rose Ekberg, Overture OnStage Coordinator

### RESERVATION PROCESS

#### ***How do I reserve my seats? When do I know I have the trip booked?***

Fill out and return a paper order form at the OnStage Teacher Preview event in April, or fill out an [online order form here](#) and submit. You will receive two emails from the OnStage Coordinator to confirm your order: one, confirming your order has been received, and another one confirming your seats with an invoice. We do not issue physical tickets. Due to limited seats available, your seats are not confirmed until you receive a confirmation email with an invoice from the OnStage Coordinator. If it has been more than two weeks since you placed your order and you have not yet received a confirmation and invoice, please contact the [OnStage Coordinator](#).

***Will I be charged tax on my order?*** We charge tax on orders unless the order is placed by a public school or we have your school's Certificate of Exempt Status on file. You may submit your school's Certificate of Exempt Status via the upload button on the order form, or by emailing it to the [OnStage Coordinator](#).

***How do I figure out how many seats to order? Can I change my order?*** As we have limited seats we will ask you to make your best guess at attendance (including chaperones and teachers). Your school will likely have guidelines on chaperone to student ratios for field trips. Once you place the order you can increase pending availability and decrease up to 15% until 2 months before the event.

***Why was I placed on a waitlist?*** If a performance is already at capacity when your order is received, you will be notified that you have been placed on a wait list. If a performance is at capacity and you have listed a second choice, you will be automatically put into that second choice. If tickets become available for your first choice, you will be notified via email.

***How do I get the best seats?*** We do our best to seat in a way that creates the most enjoyable and rewarding experience for students. Seating is determined by any required accessibility accommodations and by the date the order was received. To receive the best seats, we suggest teachers attend our OnStage preview event for educators, offered each year in April.

***How do I request accommodations for students with special needs?*** Please indicate any requests on your order form or contact the [OnStage Coordinator](#) to make a request. Please allow us at least five weeks' notice for any interpreter needs.

**What accommodations can you make for students with special needs?** Please notify us at least 2 weeks in advance. We can provide:

1. American Sign language interpreter
2. Assistive listening devices
3. Closer seats for students with vision impairments
4. Wheel chair accessible seating
5. Transfer seats for students with wheel chairs who wish to sit in a regular seat
6. Fewer stairs for those with other mobility issues
7. Sensory kits with noise dampening headphones and 2 fidgets
8. Monitors in the lobby for students who need to leave the theater

### ADD-ON PROGRAMS

***Can we stay for lunch?*** Yes! We provide space onsite for groups to have a brown bag lunch before or after the performance. However, space is limited and offered on a first-come, first-served basis. All locations are open, public spaces with floor seating and tables/chairs are not available. Lunches must be brought and stored in large boxes labeled with the school's name. You may apply by filling out the [Lunch Request Form](#) here, and submitting it via the upload button on the order form, or by emailing it to the [OnStage Coordinator](#). **Lunch Request Forms are due five weeks prior to the performance.**

***What else is there for my students to do downtown?*** Consider extending your day for lunch at Overture and/or with a tour or partner program at the nearby Capitol, Madison Public Library, Madison Children's Museum, Madison Museum of Contemporary Art or Wisconsin History Museum.

### PRICING AND PAYMENT

***How much are tickets?*** Ticket prices for all shows are \$8 per ticket for groups of 20 or more and \$9 per ticket for groups less than 20. One complimentary ticket to the performance is offered for every 15 reserved. Please note tickets for Theatre LILA's Lines are \$9/\$10. We do not offer lap seats for any OnStage performances—each audience member must have a seat purchased.

***When is payment due and how do I pay?*** Full payment is due one month prior to the performance and should be sent to Overture Center before the due date via check. You may also call 608-258-4165 to pay with a credit card. Note, cash will not be accepted and you may not enter the theater if your order is not paid in full.

***What if I can't make the payment deadline?*** If you anticipate being unable to make the payment by the due date, please contact the [OnStage Coordinator](#).

### SEAT AND TRANSPORTATION SUBSIDIES

***Do you offer financial assistance for schools to attend?*** Yes, if your school qualifies for at least 35% free and reduced lunch, you may apply for subsidized seating and transportation. Seat subsidies are awarded as no cost seats and transportation subsidies are awarded on a first-come, first-served basis as a partial reimbursement after the performance as funding allows. Please note however that these funds are limited.

***My group qualifies for a subsidy. How do we apply?*** There is one form for both subsidy programs. To apply, fill out the [Subsidy Application here](#) and email it to the [OnStage Coordinator](#). **Applications are due 10 weeks prior to the performance you are applying for.** The application form is the same for both transportation and seat subsidies. Once your application has been processed you will receive an email with further instructions.

## PERFORMANCE INFORMATION

***How long is the performance?*** All performances, except Theatre LILA's Lines, are approximately 60 minutes in length. Theatre LILA's Lines is approximately 90 minutes.

***When should we arrive? Where does my bus park?*** Please arrive a half-hour before the performance to allow for seating. Approximately one month prior to the performance, you will receive an email with further arrival/departure information, including parking and bus instructions.

***Do you offer resource guides?*** Yes! Approximately one month prior to the performance, you will receive an email with links to an educator's resource guide, designed to allow you to make the most of your trip to Overture before and after the show.

***What should we bring with us?*** Unless you are enjoying lunch at overture (see above under add-on programs) please leave your large bags and backpack at school or on the bus, they are not allowed in the theater. Bags with medical devices or supplies needed for students with special needs are permitted. We recommend you bring a jacket as it can get cold. Name tags are required for all adult attendees. They can be acquired from the homeschool check in table if needed.

***What is your weather policy?*** We will only cancel a show if the building is closed, which occurs happens when Madison Metropolitan Transit stops running. If your district or school closes or delays due to inclement weather and you are unable to attend the performance, please notify the OnStage coordinator as soon as possible by emailing [onstage@overture.org](mailto:onstage@overture.org) or calling 608-258-4165. We will refund your full ticket cost. If you are a homeschool family and district within which your home resides closes schools due to weather, we will refund your full ticket cost. Please allow up to one month for reimbursements to be processed.