

IMPORTANT! PLEASE READ THE FOLLOWING INFORMATION CAREFULLY!



PROCEDURES FOR GREAT LAKES THEATER STUDENT MATINEES

- **Schedule:** The matinees in the **Hanna Theatre** will begin promptly at **10:00 a.m.** Matinees for **A Christmas Carol in the Ohio Theatre** will begin at **11:00 a.m.** Doors open one half hour prior to curtain time. There will be a brief intermission. Most productions run 2 hours and 30-45 minutes. *A Christmas Carol* runs 1 hour and 45 minutes. Dismissal times vary depending on where your bus is located in the pick-up line.
- **Buses:** We are required to tell the Cleveland Police Department's Downtown Traffic Unit how many school buses will be unloading at Playhouse Square. Please contact the Education Department by emailing kflorian@greatlakestheater.org to let us know how many buses you'll bring.

Hanna Theatre: Buses are to unload students directly in front of the Hanna theatre (2067 East 14th Street) heading north on East 14th Street.

Ohio Theatre: Buses are to unload students directly in front of the Ohio Theatre (1511 Euclid Ave.) heading west on Euclid Ave.

Please stay on the bus until you are directed to exit by Playhouse Square staff. Bus drivers will then be instructed by Playhouse Square ushers and Cleveland Police officers to park. Each bus driver will be given a sign with a bus number to place in the right-side window. **Bus drivers must stay with the bus.** Each teacher in charge of that bus will be given the corresponding numerical sign. **If you arrive in a large group please keep students seated with their bus group.** After the performance, please remain in your seats until the house manager releases you according to the order in which your bus(es) are lined up out front.

- **Public Transportation/Cars:** After the performance you may exit immediately after the actors take their bows. No one is permitted to leave the theatre/lobby without a teacher until the performance is complete.
- **Seating:** Please ensure that your invoice reflects the exact number of seats needed, as additional attendees cannot be accommodated on the day of the performance. Double-check the number of teacher/chaperone tickets listed on your confirmation form to ensure accuracy. **No physical tickets will be issued;** Playhouse Square ushers will guide your group to your pre-assigned seats upon arrival.
- **Inclement Weather Policy:** Performances will proceed as scheduled regardless of weather conditions, except in cases where the Cleveland Police Department declares a weather emergency. In such instances, Great Lakes Theater (GLT) will contact your school directly.

If your school district closes due to inclement weather or another emergency, you may receive a full refund after all efforts to exchange tickets for another performance have been exhausted. To request a refund, please provide written confirmation of the school closure, signed by your principal, to GLT. Additionally, please call or text 216.854.2851 on the morning of your district's closure to confirm your non-attendance.

- **Special Needs:** If any of your students have special seating requirements, please contact us in advance. We offer wheelchair-accessible seating and a limited number of headsets for students with hearing impairments.
- **Appropriate Behavior:** We ask for your assistance in ensuring that all students adhere to proper theater etiquette. Please remind your students that live theater differs from television or film—actors are present and can be directly affected by audience behavior. **Important Guidelines:**
 - Food, beverages, candy, or gum are not permitted in the theater.
 - Photography and recordings are strictly prohibited during the performance. This includes flash and non-flash photography. Photos *are* permitted before the show, at intermission and after the performance.
 - Electronic devices (cell phones, alarm watches, etc.) must be turned off completely upon entering the theater. Even the glow from a silent device can distract fellow audience members and performers.
 - Noise of any kind disrupts the experience for both the audience and actors. Please refrain from talking or whispering during the performance. Unlike a movie theater, actors can hear and see the audience!
 - **Chaperones accompanying large groups are required to distribute themselves among the students to ensure proper supervision.**
 - Great Lakes Theater will address disruptive behavior by first asking the student(s) to cease the offending actions and by notifying school chaperones. If necessary, GLT may request that a chaperone relocate the student(s)' seat(s) or remove the student(s) from the theater to be supervised in the lobby for the remainder of the production.
- **Anti-Harassment Policy:**
 - a. Great Lakes Theater prohibits any form of harassment or discriminatory behavior – verbal, visual, physical or intimidation – against any person affiliated with our matinee program. Harassment or discriminatory behavior includes, but is not limited to, conduct that denigrates or shows hostility or aversion toward an individual because of his/her/their race, color, religion, gender, gender-identity (including gender nonconformity and transgender status), ancestry, citizenship, sexual orientation, marital status, national origin, age, disability, or that of his/her/their relatives, friends, or associates, and that has the purpose or effect of creating an intimidating, hostile, or offensive environment.
 - b. Harassment or discriminatory behavior could include derogatory remarks, epithets, offensive jokes, the display or circulation of written materials, or any electronic communication or pictures (including through posting on walls, email, text message, social media, or other electronic communication) that denigrate or show hostility toward an individual or group. Sexual harassment includes, but is not limited to, sexual jokes or innuendos, explicit sexual propositions, sexually oriented teasing or kidding, obscene gestures or language, or physical conduct or unwelcome sexual advances. Even a statement meant to be a “joke” can still easily fall under the categories listed above. Any comments or actions that align with the descriptions of harassment in *any* way will be taken seriously and will receive the appropriate actions to follow. If any harassment is observed or experienced, GLT must be alerted immediately

Our goal is to provide every attendee with the best possible theatrical experience. Thank you for your cooperation in creating a respectful and enjoyable environment for everyone.