



Asheville Community Theatre

Student Matinee Information

ARRIVALS

We ask that groups arrive at the theater approximately 30 minutes before the show start time. Upon arrival, please send one representative from the group inside to check in at the box office. Students should remain on the bus or in cars until asked to enter the theatre by an ACT staff member or volunteer. We do not use paper tickets for school groups.

We make every effort to start performances at their published start time. Late arrivals will be seated as soon as possible, but may be asked to wait for an appropriate break in the show to minimize disruptions.

PARKING

Students and teachers/chaperones should be dropped off directly at the front entrance on East Walnut Street. Look for the blue awning. For vans or cars, the closest street parking is found on Spruce, Walnut and Market streets; there are also several parking garages nearby on College Street, Rankin Ave and West Walnut Street. Bus parking is not available at ACT and needs to be arranged before the performance. Please indicate on your reservation form if you need bus parking and we can provide a parking map.

SEATING

Seating assignments are predetermined by ACT. We do our best to seat groups all together, but sometimes large groups are seated across multiple sections. Please confirm that we have the correct number of attendees (including students, teachers/chaperones, bus drivers) and communicate any accessibility needs that will affect seating before you arrive.

RESERVATION CHANGES & CANCELLATIONS

Please give at least four weeks notice to update or cancel your school's reservation. Complete payment for tickets must be received at least two weeks prior to the day of the matinee. Schools will be charged for all requested seats in their reservation, including any tickets that are unused on the day of the matinee.

On an inclement weather day, performance status is determined by assessing that day's scheduled groups (i.e. if all scheduled schools are delayed or canceled, we would cancel our performance; if a number of our scheduled schools can still attend, then we would move forward with the performance). If there is inclement weather on your scheduled day, please check your email for updates from ACT, or call us at (828) 254-1320. If ACT cancels a performance due to inclement weather, we will reschedule your group for the next available performance of your choice. If your group is unable to reschedule, we will refund your payment in full.

SHOW INFORMATION

Most productions are 45-60 minutes and do not have an intermission. To find out the specific length of the performance, or if you have questions about the show's content, please contact the box office or Education Director Zoe Zelonky (education@ashevilletheatre.org).

THEATRE ETIQUETTE FOR YOUNG AUDIENCES

For some students, ACT's Student Matinee may be their first experience attending live theatre. We encourage teachers to go over these expectations with their students before attending the performance.

Arrive on time!

Plan to arrive 15-30 minutes before the start of the performance.

Stay seated!

Before you enter the theatre, you should get a drink of water, go to the bathroom, or do what you need to prepare to sit for a while. The theatre will get dark as a sign that the show is about to start. Audience members are asked to sit in their seats for the entire show. Please sit forward and do not bounce, kick, or put your feet on the chairs. If you need to get up during the show, ask a teacher/chaperone for help.

What is allowed inside the theatre?

We do not allow food or drinks (other than water) in the theatre. We also do not allow audience members to take pictures or video. Sometimes the theatre can be cold, so it's a good idea to bring a light sweater with you.

Be focused and respectful!

Actors on stage can see and hear people in the audience. They are working hard, and we need to be respectful of them, and to other people enjoying the show. Do not talk during the performance. Remember to turn off anything that could make noise and distract performers or other audience members, such as phones or toys.

If you think someone on stage does something funny, you can laugh! If someone on stage does something you enjoy, you should clap! Especially at the end of each song or scene and at the end of the whole performance, you can say 'thank you' to the actors by laughing, clapping and cheering.