Asheville Community Theatre
student matinees

# PREPARING FOR YOUR VISIT

## SEATING

Because we serve many school groups at our shows, seating assignments are predetermined by ACT. We do our best to seat groups together, but this is not always possible due to the number of attendees. Therefore, groups may be seated in multiple sections. Please confirm that we have the correct age group, number of attendees (including students, teachers/chaperones, and bus drivers), and any accessibility needs that will affect seating before you arrive.

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.

## ARRIVALS

We ask that groups arrive at the theater approximately 30 minutes before the show start time. This is to ensure ample time for seating. Upon arrival, please send one representative from the group inside to check in at the Box Office. Once you have checked in, you will receive your seat assignments.

## LATE COMERS

As a courtesy to the many school groups attending each student matinee performance, we make every effort to start performances at their published start time. Late comers will be seated as soon as possible upon arrival, but may be asked to wait until an appropriate break in the show before taking their seats. Groups arriving after the start time of the show will be seated at the discretion of the house manager to minimize disruption of the show.

## INCLEMENT WEATHER

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).

To find out if ACT is having a student matinee performance on a day when there may be inclement weather, please call our main phone line, 828-254-1320, after 8 a.m., and check your email for a message from Education Director Zoe Zelonky (education@ashevilletheatre.org).

If ACT cancels a performance due to inclement weather, we will reschedule your group for the next available performance date, either for the same show or the next show of your choice. If your group is unable **to reschedule for the same or any other show of the season, we will refund your payment in full.**

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## FREQUENTLY ASKED QUESTIONS

### WHERE DO WE PARK?

There is a **convenient drop-off area** directly in front of the theatre's doors. Students and teachers/chaperones may be dropped off here before parking your vehicle(s). Please unload cars and buses directly in front of the blue awning so students and teachers/chaperones do not have to cross traffic to reach the theatre.

For **vans or cars**, garage parking and street parking is available downtown. **Please bring change for meters or prepare to use the PassportParking parking payment app. Asheville Community Theatre does not have change for meters.**

**Bus parking** is NOT available on the premises and needs to be arranged before the performance. Please indicate on your reservation form if you need bus parking and we will give a parking map to your bus driver when you arrive.

### WHERE IS ACT LOCATED?

Asheville Community Theatre is located at 35 East Walnut Street, 28801. For **directions** to our theatre, please click here.

### HOW LONG IS THE SHOW and WHAT TIME DOES IT START?

*Elf Jr.* will be about 70 minutes without an intermission and *Matilda* will be about 2 hours plus a 15 minute intermission. Bright Star touring productions are 45 minutes and don't have an intermission but do include a 15 minute talkback after the show. To find out the specific length of the show you are attending, please call the ACT Box Office. Performance start times vary depending on the day of the week; they can be found on our website and on your reservation confirmation.

### WHEN WILL WE RECEIVE OUR TICKETS?

ACT does not use paper tickets for school groups. Instead, upon arrival please send one representative inside to the Box Office to check in. Please keep your students on the bus until you are asked to unload by a staff member or volunteer from Asheville Community Theatre.

### WHAT SHOULD WE BRING WITH US TO THE THEATRE?

Our theatre tends to be chilly, so students are encouraged to bring a light sweater or sweatshirt. We ask groups to arrive 30 minutes prior to the performance to allow ample time for seating. On occasion this may mean a short wait between arrival and show time. Your students are welcome to bring books to read during any down time.

### HOW CAN I PREPARE MY STUDENTS FOR THE SHOW?

We offer a free online study guide for each of our student matinee shows. For many students this may be their first experience with live theatre. Our Theatre Etiquette for Young Audiences is a great way to prepare them for the differences between live theatre and a movie or school assembly.

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ashevilletheatre.org * 828-254-1320

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# THEATRE ETIQUETTE FOR YOUNG AUDIENCES

**Please review these rules of theatre etiquette with your class.**
To be a good audience member it is important to know how to act in the theatre. It is quite different from watching television, going to a football game, or even going to the movies! Here are some guidelines:

**★Arrive on time!**
Plan to arrive 15-30 minutes before the start of the play.
Don't forget to use the restroom and have a drink of water before entering the theatre because you won't be able to leave your seat until intermission, or in some cases, until the performance ends.

**★Remember to turn off your cell phone and silence any other noise-making devices/toys that could distract the actors and other audience members during the show.**

**★Please be seated when you see the lights dim—that is a signal that the show is about to start!**

**★When at your seat, please refrain from kicking, bouncing, standing or putting feet on the seats.**

**★Do not stand or sit in the aisles—many times actors will make entrances through the audience and cannot get to the stage if you are blocking the way. It is also a fire hazard.**

**★Absolutely no food or drink is allowed in the theatre.**

**★Live performances may not be recorded: cameras and video equipment are prohibited in the theatre.**

**★And most importantly:**

- Remember that the actors on stage (unlike in the movies or on TV) know that you are in the audience and they can hear you!
- Please do not talk during the show—even in a whisper—it is distracting to the actors and other audience members.
- Save all questions and comments for after the show.
- Laugh when you find something funny—then the actors know they are doing their job!
- Applaud and cheer at the end—actors enjoy knowing you had a good time at the performance. You can even stand and applaud if you really enjoyed the show; this is called a "Standing Ovation."

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