



FIELD TRIP GUIDELINES

2023-2024

IMPORTANT INFORMATION: PLEASE READ in its entirety

ADMISSION: Tickets are \$9 per person. Groups receive one free ticket with every 15 purchased. Discounts are available for Title I schools (subject to availability). Paper tickets are only distributed to families or group reservations of less than 10 tickets.

CHAPERONES: We recommend a minimum of one chaperone for every 15 students. All students, teachers, and chaperones must be included in the ticket reservation.

RESERVATIONS: Advance reservations are required. We understand that you may need to estimate the number of seats needed. Please include all students, teachers, and chaperones in your reservation.

RESERVATION CHANGES: All changes in the number of seats reserved must be made at least two weeks prior to the performance. Refunds will not be issued due to student absence, transfer, late arrival, or dislike of a performance. If you need to increase the number of seats after making your final payment, please contact The Grand's Education Department as soon as possible. Seats will be added based on availability.

Reservations may be placed by:

- E-mailing the completed form to Discovery@grandopera.org
- Phoning:
 - Schools – Call (302) 658-7897, ext. 3201
 - Families – Please call the Box Office (302) 652-5577
- Mailing the completed form to:
 - Allyson Sands, Education Director
 - The Grand Opera House
 - 818 N. Market Street
 - Wilmington, DE 19801

CANCELLATIONS: Cancellations must be received in writing at least 30 days prior to the performance, and payments will be refunded. Cancellations made within 15-30 days of the performance will be charged a cancellation fee (50% of the total invoice) and/or receive a partial refund. Cancellations made within 14 days of the performance must pay the full invoice amount; refunds will not be issued.

PAYMENTS: We accept cash, check, and all major credit cards (American Express, Visa, MasterCard, and Discover).

- For groups of 10 or more, **final payment and ticket counts are due two weeks before each performance.** (Please check your invoice for show-specific due dates.)
- Group orders received within two weeks of any performance date must be paid in full at the time of the reservation.
- Families and small groups must pay in full at the time of the reservation.

SEATING: Seating is assigned by The Grand's staff. Consideration is given to the date the reservation was received, age of students, special needs, and payment status. Ushers will escort your group to their assigned seats. Each venue has a limited number of wheelchair accessible seats. Please inform us of any special needs when making a reservation. Special accommodations may require seating separate from the larger group.

INCLEMENT WEATHER: Because the shows are performed by touring companies, it is usually impossible to reschedule a performance for any reason and the show will go on as planned. If your school is closed or delayed and you notify The Grand within one week after the performance, you will be offered a credit toward a future Stages of Discovery performance. If that is not possible, The Grand will retain a cancellation fee and issue a partial refund. In the rare circumstance that The Grand must cancel a show due to a state of emergency, you will be offered a credit toward a future show or a full refund.

TRANSPORTATION SCHOLARSHIPS: Funds are awarded on a first-come, first-served basis, and may be used only for transportation to a Stages of Discovery show. If approved, schools must provide a receipt for bus transportation reimbursement or the bus company may invoice The Grand directly. Please note that

transportation funds will not be disbursed until tickets are paid in full. An application is available on our website.

NO LUNCHEs: The Grand's three theaters will not be able to accommodate requests for indoor lunch spaces during our 2023-2024 season. Groups may utilize public parks for lunch, such as [Rodney Square](#), across the street from **The Playhouse** (weather permitting).

RECOMMENDED GRADE LEVELS: The Grand recommends appropriate grade levels for each performance to ensure the best experience for everyone. If you would like to bring students outside of the recommended grade level, please contact Allyson Sands to discuss the performance content. Stages of Discovery performances are intended for school-age children. Bringing children under the age of 3 is discouraged.

STUDY GUIDES: Study guides for most performances are available to download from our website.

CLASSROOM VISITS: Classroom visits help prepare your students for their field trip. Programs may be customized to suit your educational goals. Material covered will include a custom lesson plan related to the content of the show, theatre etiquette, and the history of The Grand or Playhouse. The first classroom visit is just \$25; discounts are offered for each additional class, with a maximum 30 students per class. A travel fee may apply. To arrange a classroom, visit with one of our education staff, please contact Allyson Sands at Discovery@grandopera.org or (302) 658-7897 x3201.

TEACHING ARTIST (TA) RESIDENCIES: by [Delaware Institute for the Arts in Education \(DiAE\)](#) are available for selected shows. Trained TAs will design a series of workshops that allow students to explore subject matter and have a deeper, more personal connection with the art form. DiAE service fees will apply. Please email DiAE's Artistic Director, [Ashley SK Davis](#).

PARKING AND DIRECTIONS: Information on parking and bus directions will be emailed to the lead teacher the week of the performance in an email with the subject: VITAL INFORMATION. Please add Discovery@grandopera.org to your email contacts to ensure delivery.