

## **ARTS FOR YOUTH - QUESTIONS & ANSWERS**

**Q: What are the box office hours?**

**A:** The box office is open Monday – Friday, Noon – 6 PM and Saturday, Noon – 4 PM.

**Q: Who may purchase Arts for Youth tickets?**

**A:** School site administrators, teachers and Home school educators. AFY performances are not available to the general public.

**Q: Do you have lap seating for small children?**

**A:** All children including infants must have a ticket regardless of age. Small children under the age of two years old may be held on the lap during the performance. Children must be supervised and not disruptive.

**Q: What ages are acceptable for an Arts for Youth performance?**

**A:** We do not recommend that children under the age of four who cannot sit unassisted attend performances, unless the performance is specifically geared toward that age range. Children who are unable to sit quietly through a performance must remain outside the theatre so they do not disturb other patrons. The house manager has been instructed to ask disruptive patrons of any age to leave the theatre.

**Q: When should I submit my performance request?**

**A:** As early as possible in the school year and a minimum of 30 days prior to the performance date.

**Q: How many chaperones are required and how many may attend?**

**A:** A minimum of one chaperone per ten students is required; there are no limits to the number of chaperones, however, additional chaperones must purchase a ticket.

**Q: Are handicapped seats available?**

**A:** Yes, patrons in wheelchairs may remain in their mobility devices or transfer to theater seats. Teachers must request accessible seating when ordering their tickets. Companion seats are available upon request. (Due to oversized groups, seating may not be available in the direct area surrounding the handicap seating and groups may be separated.)

**Q: Can I add more tickets later if I need them?**

**A:** Tickets are sold based on availability. Please contact the box office to request additional seats. If seats are available, it may be possible to add more, however many of our shows do sell out rather quickly.

**Q: Do I have to pay anything up front?**

**A:** Yes. A 10% deposit must be paid before a reservation can be placed. Deposits are nonrefundable and nontransferable. **If paying with a purchase order, a deposit is not required.**

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**Q: When applying for a ticket scholarship do I need to pay a deposit?**

**A:** Yes. The tickets must be reserved before the scholarship application can be processed, so the 10% deposit must be paid to secure the reservation. This is nonrefundable and nontransferable.  
**If paying with a purchase order, a deposit is not required.**

**Q: Can I request scholarships for both tickets and transportation?**

**A:** No. You may submit an application for either ticket scholarships or transportation. Funds are distributed to assist as many students as possible with the opportunity to attend.

**Q: When is my final payment due?**

**A:** The full balance is due within 30 calendar days from the date you make your reservation and pay your deposit. If you are booking a show less than 30 days out, payment in full must be received when booking the reservation.

**Q: How do I make the payment for the remaining balance?**

**A:** You may submit a payment via **check** (made payable to The City of Lancaster), **credit card**, or **purchase order**. You may bring payment to the LPAC box office or by mail. Allow ample time for postal service delivery. Balances are due within 30 days of reserving your space.

**Q: What happens if my balance is not paid by the assigned deadline?**

**A:** The Lancaster Performing Arts Center will attempt to collect the balance due by calling the point of contact on application or via email. However, if communication or updates are not provided and payment is not resolved in a timely manner, your reservation may be cancelled.

**Q: Can I get a refund of the deposit if I cancel my order? Even if my scholarship is denied?**

**A:** No. There are no refunds on canceled orders. (Refunds are only issued for show cancellations.)

**Q: Can tickets be exchanged?**

**A:** No, there are no exchanges on tickets. All purchases are final.

**Q: Can I bring my backpack and snack into the theater?**

**A:** Outside food or drink, backpacks or large bags will not be permitted inside the theater. Car seats and strollers will need to be checked in with the house manager or volunteer usher prior to the performance.

**Q: Where do the buses drop off and pick up?**

**A:** The designated drop off and pick up is on Fern Avenue. Parking for bus transportation is in between Fig and Gadsden on Milling Street.