



How to Order AFY



Please read the instructions before completing the order form.

Reservations & Orders

Arts for Youth performance orders may be placed by mail, email, phone, or in person at the Lancaster Performing Arts Center box office located at 750 West Lancaster Blvd. **Fax orders will not be accepted.**

All reservation, order, scholarship and transportation grant forms must be completed before they can be processed.

Designate one (1) point of contact from your school or individual class to coordinate the reservation payment and all other communication.

Orders are accepted from individual classes and may include up to a maximum of four (4) classes per form. Homeschool groups are welcome. A minimum of ten (10) people is required per order for each AFY performance.

Chaperone Policy: It is mandatory that one (1) chaperone be in attendance for every ten (10) students.

For every ten (10) student tickets purchased, one (1) chaperone ticket is FREE. Additional chaperones must purchase a ticket.

Payment information must be included to complete and process your order. Order confirmations will be sent by email. Please bring your order confirmation with you to the performance.

Methods of Payment

Reservations made with a purchase order must be secured with the purchase order confirmation letter from the school district.

Reservation orders must be accompanied by a minimum of a 10% deposit to secure your reservation unless you are paying with a purchase order. Orders in amount of \$200 or less must be paid in full at the time of purchase.

Orders are to be paid in full within 30 days from the day the order is reserved. Payments not received by their deadline will cause reservation to be in jeopardy of cancellation, with **no refund of deposit.**



Checks

Personal checks will be accepted no less than 14 days before the performance. Make checks payable to the **CITY OF LANCASTER**.

Credit Cards

VISA, MasterCard, Discover and American Express are accepted. Only one credit card may be used per order. ID must be presented and match the credit card.

Tickets & Admission

Physical tickets will not be issued. To expedite check in, please bring your email confirmation. Groups are to line up in front of the Lancaster Performing Arts Center **30 to 45 minutes prior to curtain time**. You will be seated when the entire group has arrived and checked in with the house manager. If you elect not to wait for the entire group, you may not save seats for late comers.

Backpacks, large bags, drinks, food, or lunches will not be permitted into the theatre. Please leave your belongings at the school. Car seats and strollers may be checked in with the House Manager and remain in the lobby.

Policies & Procedures

Funding for ticket scholarships and transportation grants will be awarded to Title 1 schools serving economically disadvantaged and at risk students.

ADA requests such as wheelchair seating, assistive listening devices for the hearing impaired, as well as any other special needs seating must be marked in the appropriate accommodations area of the reservation form. Please give a brief explanation of the accommodations needed.

Shows begin promptly. Please arrive 30-45 minutes prior to show time to allow for timely seating.

Changes & Cancellations

Requests for additional seats are subject to availability; if the number of attendees changes, please call the box office at (661) 723-5950.

All sales are final and refunds are made only when the performance is cancelled.