

Student Matinee Policies

Payment: Your contract must be signed and returned to Geva or your seats are subject to release. A 25% non-refundable payment is due 6 weeks prior to your performance date to hold the reservation. The full balance is due 3 weeks prior to your performance date. No refunds will be issued after the balance due date if you are unable to attend a performance that has not been cancelled by Geva.

Attendance: Have the exact headcount for both students and chaperones for your entire group ready to give to the House Manager as soon as you enter the lobby – it is the first information we will ask for, and your group cannot be seated until we know your exact numbers.

Chaperones: Though student responses are usually terrific, educators must stay vigilant about watching students during performances. We depend on you to ensure that everyone can enjoy the performance. All attending schools or groups must have at least one chaperone for every 15 students.

Special Needs: If any individuals in your group have needs that require special seating arrangements (mobility, hearing, vision, easy access to an exit, etc.) please contact us as soon as possible.

Weather: Please allow for traffic delays due to weather and plan accordingly. If your group encounters an issue, please call Geva and let us know your estimated time of arrival. In the rare event that a student matinee performance is affected by weather, your group will be contacted directly.

Buses: The bus route for arrival to and departure from Geva is to circle around South Clinton Avenue, Court Street, and St. Mary's Place. Drivers will be given detailed parking instructions and a map upon arrival. Parking is available on Capron Street (across the street from the rear of the building). Space will be reserved and designated specifically for buses. Bus drivers should feel free to join the performance. We will do our best to accommodate them with any available seats.

Cars: We do not provide arrangements for groups traveling by car. However, there are several city parking garages in the area surrounding Geva, including Washington Square Parking Garage across the street from our facilities. Pricing information for these garages may be found on the City of Rochester's parking web pages. Please note that the smaller parking lots adjacent to and behind Geva are not owned by Geva and are not public parking lots.

Arrival: Please have your entire group arrive at the theatre at the same time. We seat schools in groups, and it is difficult to match late arrivals with the proper school after seats are filled in. Please have your group sit where our ushers seat them. If you would like your students to sit in a particular order, students must be arranged in that order prior to your group entering the theatre.

Lunches: Groups may bring lunches or snacks to eat during the 20-minute intermission. They should be stored in boxes, and your school's name should be clearly marked on the outside. No outside food may be ordered or delivered during the performance. All food and beverages will be stored in the Geva café during the performance. Capri Sun juice pouches and Rice Krispies Treats are also available for purchase for \$1. No food or drink is allowed in the theatre.

Personal Belongings: All electronic devices should be turned off and stored for the duration of the performance. Any electronic items seen in use during the performance will be confiscated and returned after the performance. Larger bags or backpacks should be left on the bus or in the café along with lunches. Geva is not responsible for any personal items.

Dismissal: We hope your group will plan to stay for 20 minutes following the performance for an insightful talkback with the cast. If your group does not plan to stay, please alert the House Manager. After the talkback, groups will be dismissed by the House Manager and told where to meet their buses.

*Thank you so much for choosing to share the power and wonder of live theatre with your students.
We know how much work and preparation you put into attending a student matinee performance at
Geva, and we're delighted that you're here!*