

Golden Isles Arts & Humanities' Field Trip Policies

COVID-19 Policies

We continue to follow recommended guidelines from the CDC for the safety and well-being of our patrons. The Ritz Theatre follows enhanced cleaning and disinfecting protocols. Depending on the status of the virus at the time of the performances, masks may be required to be worn in the theatre. We will update you prior to your scheduled performance. If your school/school system has determined that it will be canceling all scheduled field trips, refunds will be given on all deposits previously made. We look forward to having you and your students return to the Historic Ritz Theatre.

Payment Policies

1. Submit a 50% deposit a minimum of 4 weeks before the day of the performance. The remainder will be due at check in.

OR

2. Return a signed copy of your invoice a minimum of 4 weeks before the day of the performance from a school administrator acknowledging you will pay the balance upon checking in the morning of the show.

If a reservation is made within two weeks of the show date, the balance must be paid in full or held with a credit card.

Cancellation Policies

All cancellations must be made no later than 4 weeks before the performance date in writing by emailing artsed@goldenisesarts.org. **All cancellations made within 4 weeks of the performance date will pay a cancellation fee of 50% of the original total balance.**

Ticket Adjustment Policies

If you need fewer seats than originally requested, email artsed@goldenisesarts.org no later than 2 weeks before field trip date. **Reductions will not be made within two weeks of the performance date.** If you need more seats, Golden Isles Arts & Humanities will make every effort to accommodate the addition. Please email artsed@goldenisesarts.org to check availability.

Late Seating and No Show Policies

No refunds will be given in the event your group is late or misses your booked performance. If you are running late, please call our office at 912-262-6934 and, at staff discretion, we might be able to hold the start time of the show up to 10 minutes.

Seating

Your group will be seated together when the entire group has arrived. Saving seats for group members is at staff discretion. Your group will be asked to enter the theatre in a single file line - this is the order they will be seated, including adults. Late groups or group

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members may not be seated with their party.

If your group has special needs, please include that information on your Field Trip request form, or contact artsed@goldenisesarts.org with your needs.

Field Trip Etiquette

Please review proper theatre etiquette with your students and parent chaperones.

1. No food or drink permitted in the theatre.
2. No photography is allowed during the performance.
3. Cell phones cannot be used during the performance - no texting, talking, games, or anything else that causes the screen to light up or make sound. The staff reserves the right to confiscate the phone until the end of the performance.
4. In field trip shows, we ask the audience to remain seated after the performance. We will release you by groups as your buses arrive.