



SCHOOL GROUP

procedures & policies

Please use the following checklist to ensure a smooth booking experience for your school group.

- Complete the [School Group Interest Form](#).
- Review the specific pricing sheet you will receive after submission of the Interest Form. Decide your preference for:
 - Date /Time of performance
 - Number of tickets
 - Seating location / Price Level
- Verify how your school group will be paying!
 - School groups booking less than 30 days prior to the performance date will likely require immediate payment.
 - If this will be done through BOCES, ensure the policy and time allotments for payments they require! RBTL requires FULL payment within 30 days from date of booking. (Full payment means check in hand - not just a PO Number.) Please ensure that this is enough time for BOCES - *it is highly advised to leave a minimum of 60 days for BOCES payments.*
 - **YOU MUST BOOK AND SECURE TICKETS WITH RBTL AND GET AN INVOICE FROM US PRIOR TO PAYMENT SUBMISSIONS TO BOCES. BOCES DOES NOT PLACE ORDERS FOR TICKETS.**
 - If BOCES is cutting the check right at the deadline, it is the coordinating teacher's responsibility to get and deliver the check to RBTL rather than putting it in the mail.
- Complete the [Official Order Form](#) to book your tickets. This was sent to you with the pricing information sheets.
- Upon submission of your official order, RBTL will fill your request and send you an invoice. **Please turn this in for payment through your district immediately.**

OTHER IMPORTANT INFORMATION:

- Tickets must be paid for IN FULL by the due date which will be found on your invoice. Tickets not paid for by this date may be subject to cancellation.
- RBTL is unable to work with any groups that will only provide payment after the performance. Payment in full is required prior to attendance.
- No refunds will be given once payment is received or if less students attend on the day of the performance.
- RBTL will only issue ONE invoice per school. If you are needing two invoices, they will be treated as two separate groups and will be priced accordingly as group sizes may affect pricing.
- If you decide to cancel, you must inform us PRIOR to the Invoice Due Date. If we are informed of cancellation AFTER Invoice Due Date, you will still be required to pay the invoice in full.
- For groups arriving by bus, you will not receive your tickets ahead of time. They will be pre-scanned and waiting for you at the theatre. **YOU MUST ALL ARRIVE BY BUS - no exceptions.**
- You will receive detailed arrival and performance information approximately two weeks before your performance.

Questions?

Please contact Director of Education, Holly Valentine
holly@rbtl.org (email preferred) OR 585.277.3338