



## **SHAKESPEARE IN ACTION BOOKING POLICY FOR PERFORMANCES AND WORKSHOPS**

### **BOOKING, BILLING AND PAYMENT DUE DATES**

- Once we have received your booking request, we will issue you with a booking confirmation and an invoice.
- 25% of your total payment is due no later than 14 days after you receive your confirmation. This deposit is non-refundable.
- The balance of your payment is due on the date of your performance or workshop.
- Outstanding invoices can be directed to SIA's Associate Managing Producer, Tamara Freeman, at [invoice@shakespeareinaction.org](mailto:invoice@shakespeareinaction.org), who you will be hearing from in regards to all invoice and payment matters. Any invoices outstanding for a length of 45 days total will receive a gentle reminder and notice. Any invoices outstanding for a length of 60 days total will have a 5% charge added to the total invoice fee.
- Cheques or money orders should be made payable to Shakespeare in Action. If your school is within the TDSB system you will be paying via the TDSB partnership agreement.
- Our mailing address is:  
**Shakespeare in Action**  
34 John Street, Unit B York ON  
M9N 0B2

### **NSF CHEQUES AND LATE PAYMENTS**

- Please note that late payments attract a penalty of 5% per calendar week.
- NSF cheques will attract a \$50.00 penalty, which will be added to your school's account and must be payable prior to the performance or workshop.

### **CANCELLATION AND REFUND POLICY**

- We are unable to accept tentative bookings.
- **Cancellations will be accepted up to 3 business days after the order was placed.** After this time, the 25% deposit is payable.
- Should you need to postpone your school booking, we will do our best to accommodate your request, pending availability.
- As a registered children's charity, Shakespeare in Action is unable to offer refunds.

### **CHANGES TO BOOKINGS**

- A reduction in booking cannot exceed 33% (or 1/3<sup>rd</sup>) of the total number initially booked. **Reductions in the number of individuals attending must be made no less than 2 weeks before the date of your performance or workshop.** We cannot accept reductions in numbers after this time and the school or individual who made the booking will be responsible for providing total payment for the number of purchased tickets on the invoice.
- We strive to be as accommodating as possible, so as to better meet your needs. We will do our best to accommodate date or time changes, pending availability.

### **SEATING & LATECOMERS**

- We do not issue tickets for school bookings. The invoice is your record for admission.
- **Please arrive at the theatre 30 minutes prior to curtain time. The house opens around 30 minutes to curtain and we will commence seating at that time.**



# SHAKESPEARE in Action

1 King St.  
York, ON, M9N 1K8  
[info@shakespeareinaction.org](mailto:info@shakespeareinaction.org)  
416-703-4881

- Seating is festival seating style and is therefore assigned on a first-come, first-served basis.
- Latecomers will be seated if and only when there is an appropriate break in the show.
- **If you will be late, call 416 703-4881 immediately, and let us know when you will arrive.**

## CODE OF CONDUCT

- Our professional and friendly staff reserves the right to remove a student who is causing a disturbance to the performance or workshop, actors or other patrons.
- In the event that a student is to be removed from the performance or workshop, you will be notified immediately and asked to assist our staff.
- In the event a student is removed for a code of conduct issue, the cost of that ticket will not be refunded.

## INCLEMENT WEATHER POLICY

- If you need to cancel a performance or workshop due to a snowstorm or other severe weather event, we will endeavor to secure a change in date for your performance/workshop.
- Refunds will be issued only in the event of cancellation due to weather, fire, and electrical or other insurmountable impediment, such as accident.

*Thank you for your booking! We are grateful for the opportunity to share our work with you and your students.*