



**IMPORTANT INFORMATION: PLEASE READ**

**ADMISSION:** Tickets are \$8 per person. Groups receive one free ticket with every 15 purchased. Discounts are available for Title I schools (subject to availability). Paper tickets are not distributed for groups of 10 or more. Paper tickets are required for families and small groups.

**RESERVATIONS:** Advance reservations are required. We understand that you may need to estimate the number of seats needed. Please include all students, teachers, and chaperones in your reservation. Reservations may be placed by:

- E-mailing the completed form to [Discovery@grandopera.org](mailto:Discovery@grandopera.org)
- Faxing the completed form to (302) 652-5346
- Phoning:
  - a. Schools – (302) 658-7897, ext. 3201
  - b. Families – (302) 652-5577
- Mailing the completed form to:  
Allyson Sands, Education Manager  
The Grand Opera House  
818 N. Market Street  
Wilmington, DE 19801

**CHAPERONES:** We recommend a minimum of one chaperone for every 15 students. All students, teachers and chaperones must be included in the ticket reservation.

**CANCELLATIONS:** Cancellations must be received in writing at least 30 days prior to the performance, and payments will be refunded. Cancellations made within 15-30 days of the performance will be charged a cancellation fee (50% of the total invoice) and/or receive a partial refund. Cancellations made within 14 days of the performance must pay the full invoice amount; refunds will not be issued.

**CHANGES:** All changes in the number of seats reserved must be made at least two weeks prior to the performance when final payment is due. Refunds will not be issued due to student absence, transfer, late arrival, or dislike of a performance. If you need to increase the number of seats after making your final payment, please contact The Grand's Education Department as soon as possible. Seats will be added based on availability.

**PAYMENTS:** We accept cash, check, and all major credit cards (American Express, Visa, MasterCard, and Discover).

- For groups of 10 or more, **final payment and ticket counts are due two weeks before each performance.** (Please check your invoice for show-specific due dates.)
- Group orders received within two weeks of any performance date must be paid in full at the time of the reservation.
- Families and small groups must pay in full at the time of the reservation.

**SEATING:** All seating is assigned by The Grand's staff, with consideration given to the date the reservation was received, age of students, special needs, and payment status. Ushers will escort your group to their assigned seats. Each venue has a limited number of wheelchair accessible seats. Please inform us of any special needs when making a reservation. Special accommodations may require separation from the larger group.

**INFANTS AND TODDLERS:** Stages of Discovery performances are intended for school-age children. Bringing children under the age of 3 is discouraged. If a child becomes disruptive, please be considerate of others and exit the theater promptly.

**INCLEMENT WEATHER:** Because the shows are performed by touring companies, it is usually impossible for The Grand to reschedule a performance for any reason and the show will go on as planned. If your school is closed or delayed and you notify The Grand within one week after the performance, you will be offered a credit toward a future Stages of Discovery performance. If that is not possible, The Grand will retain a cancellation fee and issue a partial refund. In the rare circumstance that The Grand must cancel a show due to a state of emergency, you will be offered a credit toward a future show or a full refund.

**BUS PARKING FOR THE GRAND:** For shows at The Grand (Copeland Hall and the baby grand), the bus drop-off area is on King Street (southbound), between 8th and 9th Streets. Do not unload on Market Street (unless specifically instructed to do so). The right side of King Street will be reserved and there is space for up to six buses at a time. All buses from your school should arrive together. Buses may need to circle the block if no space is available. After drop-off, buses may be directed to the holding area at Frawley Stadium or to park on the other side of King Street. It is imperative that drivers remain with their buses in the holding area until they are called for pick-up. We recommend that group leaders get the cell phone number of their drivers in case our staff is unable to locate them. Drivers' failure to follow directions can result in delayed dismissal. Please ask your drivers to cooperate fully with these instructions.

**BUS PARKING FOR THE PLAYHOUSE:** For shows at The Playhouse on Rodney Square, the bus drop-off area is on Market Street (southbound side), between 10th and 11th Streets. All buses from your school should arrive together. After drop-off, buses will be directed to the waiting area on 18th Street across from Warner Elementary School. It is imperative that drivers remain with their buses until they are called for pick-up. We recommend that group leaders get the cell phone number of their drivers in case our staff is unable to locate them. Drivers' failure to follow directions can result in delayed dismissal. Please ask your drivers to cooperate fully with these instructions.

**CARS/VAN PARKING:** If your group is arriving by car or passenger van, you may park in any of the area lots. A Wilmington Parking Authority lot is located at the Doubletree Hotel at King and 7th Streets. The HyPark garage is located at Shipley and 9th Streets. The Community Service and Hotel du Pont parking lots are located on Orange Street between 11th and 12th Streets. If you prefer, you may drop students off on Market or King Streets with a chaperone before parking. Please be aware that street parking regulations are very strictly enforced, and you will be ticketed for any infractions.

**TRANSPORTATION SCHOLARSHIPS:** Funds are awarded on a first-come, first-served basis, and may be used only for transportation to a Stages of Discovery show. If approved, schools must provide a receipt for bus transportation reimbursement or the bus company may invoice The Grand directly. Please note that transportation funds will not be disbursed until tickets are paid in full. An application is available on our website.

**LUNCH:** The Grand does not have a cafeteria and offers no food service for Stages of Discovery performances. Groups may make arrangements to eat bagged lunches before or after the show in one of our meeting spaces. Lunch areas are carpeted; tables and chairs are not provided. Space is limited, so please request a lunch space when making your reservation. Lunch spaces are unavailable at The Playhouse, however, groups may use the public space at Rodney Square (weather permitting).

**RECOMMENDED GRADE LEVELS:** The Grand recommends appropriate grade levels for each performance to ensure the best experience for everyone. If you would like to bring students outside of the recommended grade level, please contact Allyson Sands to discuss the performance content.

**STUDY GUIDES:** Study guides for most performances are available to download from our website.

**CLASSROOM VISITS:** Classroom visits help prepare your students for their field trip. Programs may be customized to suit your educational goals. Material covered will include a custom lesson plan related to the content of the show, theatre etiquette, and the history of The Grand or Playhouse. The first classroom visit is just \$25; discounts are offered for each additional class, with a maximum 30 students per class. A travel fee may apply. To arrange a classroom visit with one of our education staff, please contact Allyson Sands at [Discovery@grandopera.org](mailto:Discovery@grandopera.org) or (302) 658-7897 x3201.