

Shakespeare in Action

c/o – Central Commerce Collegiate Institute
570 Shaw St
Toronto, On, Canada, M6G 3L6

www.shakespeareinaction.org
shakespeareinaction@gmail.com
Tel: +1-416-703-4881
Fax: + 1-416-703-3366



1. **Performance, Workshop or Tour Booking Policy**
 2. **National Shakespeare Youth Festival Booking Policy**
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1. 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 14 days prior to your performance or workshop.
- Cheques or money orders should be made payable to Shakespeare in Action.
- Our mailing address is:
Shakespeare in Action
c/o – Central Commerce Collegiate Institute
570 Shaw Street, Toronto, ON, M6G 3L6
*** TDSB Schools can mail to us through Internal Post.

NSF CHEQUES AND LATE PAYMENTS

- Please note that late payments attract a penalty of 5% per calendar week.
- NSF cheques will attract a \$25.00 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 post-pone 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

- The total number of student bookings cannot be reduced by more than 33% (or 1/3rd). **Reductions in the number of individuals attending must be made no more than 2 weeks before the date of your performance or workshop.** We will not accept reductions in numbers after this time and the school or individual who made the booking is 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 individual tickets for school bookings. The invoice is your ticket.

CANADA'S LEADING SHAKESPEARE COMPANY FOR YOUNG AUDIENCES

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- Seating is assigned on a first-come, first-served basis.
- We do admit latecomers, however, out of consideration for the audience, latecomers will be seated only when and if there is an appropriate break in the show.
- **If you suspect you will be late, please call 416 703-4881 immediately, and let us know when you think you will be there.**

CODE OF CONDUCT

- Our professional and friendly staff reserve the right to discipline or 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 snow-storm or other severe weather event, we will endeavour to secure a change in date for your performance.
- Refunds will only be issued in the event of cancellation due to weather, fire, 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.

2. SHAKESPEARE IN ACTION BOOKING POLICY FOR THE NATIONAL SHAKESPEARE YOUTH FESTIVAL

GUIDELINES

- Please read the Festival Guidelines, available for download on our Festival page on our website: <http://www.shakespeareinaction.org/canadian-shakespeare>

BOOKING, BILLING AND PAYMENT DUE DATES

- Once we have received your booking/registration form, we will issue you with a booking confirmation and an invoice.
- Your total registration payment is due no later than **14 days after you receive your confirmation**. This payment is non-refundable.
- ***The participation fee of \$10 per student is payable on the day of the National Shakespeare Youth Festival by cheque, cash or money order.***
- Cheques or money orders should be made payable to Shakespeare in Action. Please attach a copy of your invoice.
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NSF CHEQUES AND LATE PAYMENTS

- Please note that late payments attract a penalty of 5%.
- NSF cheques will attract a \$15.00 penalty, which will be added to your school's account and must be payable prior to the performance.

CANCELLATION AND REFUND POLICY

- Registrations are final. As a registered children's charity, Shakespeare in Action is unable to offer refunds.
- **Cancellations will be accepted up to 3 business days after the order was placed.** After this date, your school is liable to pay the total registration amount owing.

CHANGES TO BOOKINGS

- 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 for all In-Schools Festivals, pending availability.
- You may adjust the number of students participating at the National Shakespeare Youth Festival weekend, however, changes must be finalized 21 days prior to the Festival.
- After this date, you are liable to pay the full participation fee for each student you anticipated would participate.

INCLEMENT WEATHER POLICY

- If either you or we need to cancel an In-Schools Festival due to a snow-storm or other severe weather event, we will endeavour to secure a change in date.

QUESTIONS

Please don't hesitate to contact our office on 416 703 4881 should you have any questions. Thank you for booking with Shakespeare in Action!