



POLICIES AND PROCEDURES FOR ON STAGE FOR YOUTH

Registration Procedures

Our season is announced each spring, and registrations are accepted from late May to June for the following school year. Classroom teachers are responsible for knowing and following the field trip approval procedures of their respective schools. Initial reservations should be made by phone (716-673-3217) and confirmed by faxing a copy of our reservation form within 14 calendar days to 716-673-3651. Forms may also be mailed to Rockefeller Arts Center, SUNY Fredonia, 280 Central Ave., Fredonia, NY 14063. Your building principal's signature is required on the form. If a phone reservation is not confirmed by fax within this two-week period, seats will be released to other schools.

We understand that enrollments fluctuate. Therefore, in September, we will contact each school to re-confirm the reservations made. Schools will have the opportunity at that time to adjust their final numbers up or down by 10%. Except for cancellation due to weather (see below), schools are financially responsible for the number of seats confirmed in September, even if not all are ultimately used.

Payment Options

We accept the following forms of payment. Please indicate your choice of payment methods when you make your reservation.

- **School check:** We will invoice your school after confirmation of final number of seats is made in September. Payment is due within 30 days of your receipt of the invoice.
- **School Purchase Order:** Your school purchase order should be issued within 30 days of confirmation of final number of seats in September. We will invoice you for the number of seats reserved after each performance. Payment is due within 30 days of receipt of the invoice.
- **BOCES Purchase Order:** If your district is a participant in CoSer 403 (Arts in Education), we will invoice BOCES after each production. The invoice will be for the total number of seats confirmed in September. *PLEASE NOTE: BOCES has very particular pre-approval and payment authorization procedures. Each school is responsible for knowing and following these procedures. The BOCES policies and pre-approval form are available on the On Stage For Youth web site for your convenience. Go to fredonia.edu/rac/osfy.* The BOCES procedures require the approval of your district's BOCES Arts-in-Education Coordinator and aligning your field trip to state learning standards. For questions on the BOCES pre-approval process, contact Robin Brown at (716) 672-4371 ext. 2012. For questions on BOCES payments, contact Linda Hessel at (716) 549-4454.

Inclement Weather Policy

As weather emergencies are often occurring in our region, the Arts Center has established the following policy: In cases of inclement weather, schools booking On Stage For Youth performances will be expected to pay for all seats booked, even though they do not attend. Schools that are closed due to weather conditions may be rescheduled for a future performance within the same season, if an age-appropriate show has available seats. If a school cannot be rescheduled due to a lack of seating at future performances, the school will be released from payment. However, if your school is in session and elects not to attend due to weather or road conditions, your school will still be responsible for payment.

"No Show" Policy

When we accept your final reservation numbers each September, we are promising that we will have seats available for your students on the day and time of your reservation. By reserving these seats for you, this means we agree NOT to sell them to another school. Therefore, you are expected to pay for each seat reserved, even if you have some absentees on a particular day. The only exception is our Inclement Weather Policy (see above).