



Policies & Procedures

Reservation Details

Tickets – Imagination Series field trip performances are not public events and tickets cannot be purchased through our box office. All reservations must be made by the school, including students, teachers and parent chaperones, through the reservation form on our website or by calling 865-522-0832. Groups must purchase a minimum of 10 tickets (with the exception of home schooled students).

Student Admission – Regular student admission prices for performances are \$6.00 each unless otherwise noted. (See also ticket subsidies)

Adult Admission – All adult reservations (teachers and parent chaperones) must be made by one reservation contact person. One school faculty member may attend free of charge for every 10 students. Additional staff members may be added for \$6 each.

Schools may choose to add up to 15 parent chaperones to their reservation at \$6 a ticket. The reservation contact person for the school is required to supply a list of parent chaperone names prior to the performance date in the event they arrive separately from the school. Parents who contact the Bijou directly or are not included on the provided list will not be permitted to purchase tickets or allowed to enter the theatre.

It is recommended that all parent chaperones arrive with the school group, or before if your school system doesn't allow parents on the bus. Parent chaperones that arrive after the school group is seated will not be seated with your group.

Availability and Waiting Lists – Performance availability is constantly changing. For updated availability, call the Bijou at 865-522-0832. If there is not availability for a requested show, you will be placed on a waiting list and contacted if seats become available.

Accessibility – The Bijou can provide special assistance to enter the building, accessible seating, hearing devices, or sign language interpretation. Please advise us of accommodations that would benefit your students by noting them on your reservation request, or by contacting the Bijou at least 14 days in advance.

Payment Policies

Making Payments – 30 days prior to the performance date you must submit the final attendance count and remit payment in full. Attendance count and payment amount due will not be changed after this point. Refunds are not issued due to illness, absence, school transfer, or dissatisfaction of a performance. Mail checks with a copy of your invoice to Bijou Theatre, PO Box 1746, Knoxville, TN 37901. Credit cards are accepted by phone at 865-522-0832. Note that credit card payments will incur an additional 3% processing fee.

Deadlines – The deadline for payment, final attendance count, and cancellation is **30 days prior to the show date**. If the 30-day mark falls on a weekend or school break, the deadline will be moved to the Friday before the deadline or break. Attendance count and payment due will not be changed after this deadline.

School Approval and Transportation – The reservation contact person must submit all school paperwork to obtain approval and transportation in time to meet the 30-day deadline.

Ticket Subsidies – Schools may apply for ticket subsidies when completing the registration form. A limited number of ticket subsidies are available to schools in need of funding. When completing the registration form and applying for financial assistance, please be prepared to supply the percentage of the entire school population who are enrolled in the free & reduced lunch program and a brief narrative explaining your school's assistance request.

Travel Grants – Schools may apply for assistance with their travel costs when completing the registration form. Please be prepared to supply the percentage of the entire school population who are enrolled in the free & reduced lunch program, the number of buses and estimated cost of reimbursement, and a brief narrative explaining your school's assistance request. A limited number of travel grants are available to reimburse 50% of your travel costs and will be distributed after the performance and required documentation has been submitted to the Bijou. Travel Grant reimbursement form and receipts are due to the Bijou no later than 30-days following the performance.

Deadline Extensions – If your school policy does not allow you to submit full payment 30 days in advance, you will still need to submit your final attendance count and a copy of your Purchase Order for the full amount due. Final attendance count and payment due will not be changed at this point.

Cancellations – All cancellations must be made in writing on or before 30-day deadline (30-days prior to performance date). Failure to cancel by this deadline will result in a 50% cancellation fee.

Reservations that consist of fully subsidized tickets are required to submit a final attendance count and parent chaperone list 30 days prior to the performance date. Fully subsidized reservations dropping more than 20 tickets or cancelling all tickets after the 30-day deadline will result in a \$200 ticketing fee.

Last-minute Reservations – Deadlines for reservations made after the 30-day deadline will be determined at the time of the reservation confirmation and will be clearly stated on confirmations and invoices sent to schools.

Adding Seats to a Reservation – If you need to increase the number of seats after the 30-day deadline, please request additional seats in writing. Seats will be added to the reservation based on availability. Additional seats must be paid for no later than the day of the performance.

Decreasing Seats – If you need to decrease the number of seats in your reservation, you must do so BEFORE the deadline date (30-days prior to performance date). Attendance counts cannot be lowered after this time. Fully subsidized reservations dropping more than 20 tickets or cancelling all tickets after the 30-day deadline will result in a \$200 ticketing fee.

Day of Show

School Bus Parking – School buses can begin dropping students off in front of the Bijou Theatre 45 minutes prior to performance time. The Bijou will provide staff to assist with unloading and loading students safely. Bus drivers will follow the direction of the Bijou bus parkers to park buses during performance. Do not allow your students to get off the bus until directed to do so by the Bijou bus parkers.

Vehicle Parking – Personal vehicle parking is not provided by the Bijou. Cars and vans are not permitted to park around the building. Please plan to park personal vehicles in one of the surrounding parking facilities. A downtown parking guide is available on our website under “Experience the Bijou – FAQs.” Availability and rates are not regulated by the Bijou and may change. Please arrive early to allow time for parking. Parent chaperones that arrive after the school group is seated will not be seated with your group.

Seating – All seating is pre-arranged in sections. Seating assignments are based on several factors; including the date full payment is received, special needs, age of students, size of group, and arrival time. You will be seated as a group when everyone in your group has arrived. Parent chaperones that arrive after the school group is seated will not be seated with your group.

Babies and Children Under 5 – Bijou Imagination Series performances are intended for school-aged children. We discourage bringing children ages 4 and under. We reserve the right to ensure that all patrons have an enjoyable experience. At any time if a child becomes disruptive, please be considerate of others and exit the theatre promptly.

Behavior Policy – Teachers are expected to inform students of appropriate behavior prior to arrival at the Bijou Theatre. Theatre etiquette policies can be found on our website located on the “Imagination Series” page. If students are disruptive, the Bijou staff reserves the right to prevent them from entering the auditorium or to remove them from the auditorium. Teachers and chaperones should sit amongst their students to monitor behavior during the performance.

Day of Show

Inclement Weather Policy – In the event of inclement weather, the show will go on – even if only one school is able to attend. If your school is closed, the Bijou will attempt to offer available make-up days. If that is not possible, the Bijou will offer a refund or apply the funds to another upcoming Imagination Series production. (This applies to any official school closings – snow, flooding, illness, etc.)

Post Show Survey – The Bijou staff will email surveys to the reservation contact after your group attends the performance. Two weeks after the show closes, all survey respondents will be entered into an annual drawing to win a travel reimbursement of up to \$500 towards your school costs to the Bijou.