



Field Trip Policies & Procedures

Reservation Details

Tickets – Imagination Series field trip performances are exclusive events, and tickets cannot be purchased through our box office. All reservations, including those for students, teachers, and parent chaperones, must be made by the school 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 are \$6.00 per ticket unless otherwise noted. (See also Ticket Subsidies.)

Adult Admission – For every 10 students, we provide complimentary admission for one teacher or chaperone. Additional teachers or chaperones beyond this ratio will be charged a reduced rate of \$6 per person. This policy ensures adequate supervision while maintaining affordability for your group. All adult reservations must be coordinated by a single reservation contact person. Schools may add up to 15 parent chaperones to their reservation at \$6 per ticket. The reservation contact person is required to provide a list of parent chaperone names prior to the performance date in case they arrive separately from the school group. Parents who contact the Bijou directly or are not included on the provided list will not be permitted to purchase tickets or enter the theatre. It is recommended that all parent chaperones arrive with the school group, or before if your school system does not allow parents on the bus. Parent chaperones arriving after the school group is seated will not be seated with your group.

Availability and Waiting Lists – Performance availability is subject to change. For updated availability, please call the Bijou at 865-522-0832. If seats are not available for a requested show, your group will be placed on a waiting list and contacted if seats become available.

Accessibility – The Bijou provides special assistance for entering the building, accessible seating, hearing devices, or sign language interpretation. Please inform us of any accommodations your students may need by noting them on your reservation request or by contacting the Bijou at least 14 days in advance.

Payment Policies

Making Payments – Final attendance count and full payment are due 30 days prior to the performance date. Attendance counts and payment amounts cannot be adjusted after this deadline. Refunds are not issued for illness, absence, school transfer, or dissatisfaction with a performance. Payments can be made by check (mail to Bijou Theatre, PO Box 1746, Knoxville, TN 37901) or by credit card through [this link](#).

Deadlines – The deadline for payment, final attendance count, and cancellation is 30 days prior to the show date. If this deadline falls on a weekend or school break, the deadline will be moved to the preceding Friday. Attendance counts and payment amounts cannot be adjusted after this deadline.

School Approval and Transportation – The reservation contact person is responsible for submitting all necessary school paperwork to secure 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. When applying for financial assistance, please verify if you are a Title I school and provide a brief narrative explaining your school's need for assistance.

Travel Grants – Schools may apply for assistance with travel costs when completing the registration form. Please be prepared to supply the number of buses required and an estimated cost for reimbursement. A brief narrative explaining your school's need for assistance is also required. A limited number of travel grants are available to reimburse 50% of your travel costs, which will be distributed after the performance and upon submission of required documentation. The Travel Grant reimbursement form and receipts must be submitted to the Bijou no later than 30 days following the performance.

Deadline Extensions – If your school policy does not allow full payment 30 days in advance, you must still submit your final attendance count and a copy of your Purchase Order for the full amount due by the deadline. Final attendance counts and payment amounts cannot be adjusted after this point.

Cancellations – All cancellations must be made in writing by the 30-day deadline (30 days prior to the performance date). Failure to cancel by this deadline will result in a 50% cancellation fee. Reservations that include 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 canceling all tickets after the 30-day deadline will incur a \$200 ticketing fee.

Last-minute Reservations – Deadlines for reservations made after the 30-day deadline will be determined at the time of 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. Additional seats will be added based on availability and 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 30-day deadline. Attendance counts cannot be reduced after this time. Fully subsidized

reservations dropping more than 20 tickets or canceling all tickets after the 30-day deadline will incur 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 the performance time. Bijou staff will assist with unloading and loading students safely. Bus drivers will follow the direction of Bijou bus parkers to designated parking areas during the performance. Please do not allow students to disembark until directed by 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 arriving after the school group is seated will not be seated with the group.

Seating – All seating is pre-arranged in sections. Seating assignments are determined by several factors, including the date full payment is received, special needs, age of students, group size, and arrival time. Your group will be seated together once everyone has arrived. Parent chaperones arriving after the school group is seated will not be seated with the 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. 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 before arrival at the Bijou Theatre. Theatre etiquette policies are available on our website under the “Imagination Series” page. If students are disruptive, Bijou staff reserves the right to prevent them from entering the auditorium or to remove them during the performance. Teachers and chaperones should sit amongst their students to monitor behavior during the performance.

Inclement Weather Policy – In the event of inclement weather, the show will proceed as scheduled – even if only one school is able to attend. If your school is closed due to weather or other official reasons (e.g., snow, flooding, illness), 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.

Post-Show Survey – After your group attends the performance, the Bijou staff will email a survey to the reservation contact. 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’s transportation costs to the Bijou.