



## Plan Your Visit to Proctors

Please read over this document carefully before your visit to Proctors. We strive to provide a positive experience for everyone; if you have any questions or concerns, please contact Aaron Marquise at [amarquise@proctors.org](mailto:amarquise@proctors.org) or (518) 382-3884 ext. 128  
Thank you and enjoy the show!

### Before the performance

- Please confirm the number of attendees no later than 45 days before the performance. Payment is due no later than 30 days prior to event date.
- Take a moment to discuss what your students should expect during a performance. Topics to cover include:
  - o Putting away and turning off their phone before a performance
  - o Refraining from talking during the performance
  - o Using the restroom before the performance and during intermission only,
  - o Being attentive to the action on stage

### Arrival

- Please prepare your students to unload the bus as soon as it arrives. This is a good time during inclement weather to remind students to put on their jackets, hats, etc. as to not cause any delays.
- Late seating will not be allowed, please arrive no later than 30 minutes before your performance.
- From Stratton Plaza, you will be guided from your bus to your seats.

### Buses

- All buses must unload on Stratton Plaza. Due to requirements by the City of Schenectady, **do not** unload buses on State Street at anytime, due to the traffic congestion it causes in the entire downtown area.
- For bus directions please see attached PDF.

### Tickets

- If you are attending a School Day show you do not require any printed tickets. When entering the theatre, simply inform the ushers the name of your school group and they will seat you accordingly.
- All students **MUST** sit where their ticket indicates. No exceptions.
- If you are attending a Thursday matinee of a Broadway show you will require printed tickets for **everyone** attending the show. Tickets should be sent to you in advance, or if it is less than two weeks before the performance you will be met on Stratton Plaza with your tickets. Please do not go to the Box Office for your tickets, they will not be available there.

### **Following the performance**

- Schools attending a non-ticketed event will be dismissed in order of the bus line up. Please have students remain in their seats until their school is called.
- Groups attending both ticketed and non-ticketed performances will walk to their buses. Plan ahead for this walk and inform students and chaperones to plan to dress according to weather.
- Please be sure to cross only at the cross walk on Broadway where there is an MVP Ambassador for the safety of you and your students.

### **Lunch**

- Lunch space is available for rental on a first come first served basis, as space is limited. Please note there is a \$50 fee and booking should be done when purchasing tickets.

For questions please contact:

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or

Gail Wilson of Group Services at [groupsales@proctors.org](mailto:groupsales@proctors.org), (518) 382 – 3884 ext. 139