



# GUTHRIE THEATER

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**Thank you for choosing the Guthrie! We want to create a positive experience for you and your students, and group leaders are integral to ensuring a successful visit.**

Please review these policies with your students and chaperones. If you have questions, contact Group Sales from 10 a.m. to 3 p.m., Tuesday – Friday, at 612.225.6244 or 1.877.225.6211 (toll-free) or email [groups@guthrietheater.org](mailto:groups@guthrietheater.org).

## **Directions and parking**

Refer to the information included with your tickets and share with your driver. Buses may drop off and pick up in front of the Guthrie on the north side of South 2nd Street. DO NOT BLOCK the pedestrian crosswalk or service entrance.

## **Arriving at the theater**

**WHEN TO ARRIVE:** We recommend arriving between 9:15 a.m. and 9:30 a.m. and no later than 9:45 a.m., as there will be a pre-show experience at 10:15 a.m.

**CHECK-IN:** When you arrive, a member of the Guthrie Education team will hop on your bus to greet you and your students. They will review policies and procedures to ensure a safe and enjoyable experience at the Guthrie. You will also be given a zone number and a building map. Then you may exit your buses and proceed into the building. Students and chaperones will be directed upstairs to your assigned zone. Groups should gather in zones to distribute tickets and information, eat lunches or snacks, and store any belongings that cannot come into the theater, such as food, drinks, backpacks or coolers.

**SEAT ASSIGNMENTS:** Each seat is reserved, so students need to sit in the assigned seat printed on their ticket. We recommend distributing tickets to students on the bus. If you do not have your tickets, you will pick them up from the check-in table in the Level One lobby upon arrival and distribute them in your zone before entering the theater.

**CHAPERONE SEATING:** We provide a complimentary ticket for teachers and chaperones on a ratio of one to 15. We ask that chaperones spread out among students to supervise throughout the performance. At least one ticket for your group will be designated for a chaperone in an aisle seat. If a student from your group exits the theater during the performance, they must be accompanied by a chaperone.

**ENTERING THE AUDITORIUM:** No one is allowed into the auditorium without a ticket; each student should have their own ticket in hand upon arrival. Our ushers will guide everyone to their assigned seats.

**BACKPACKS:** Backpacks are not allowed in the theater. If possible, leave them on the bus or at home. If they are brought to the Guthrie, they will be left unattended in your zones during the performance. A chaperone may bring a backpack of medical supplies into the theater.

**LATECOMERS:** If your group arrives after the show begins, you will be admitted during a break in the action to help keep distractions to a minimum. You may be seated in an alternate location. No refunds, exchanges or adjustments will be made for latecomers.

**BEFORE YOU LEAVE:** In an effort to reduce congestion in the Level One lobby following the performance, you will gather in your zone. A Guthrie Education team member will let you know when your bus has arrived. Then you may head down the escalator and out the main entrance doors. It's possible that bus drivers will say they are at the theater but are not within a safe range to dismiss the group. During inclement weather or when there is snow and ice, we ask for patience during dismissal to help ensure the safety of your students.

## Policies and information

**PROHIBITED ITEMS:** Food, recording devices and laser pointers are prohibited inside the theaters. The Guthrie bans firearms on its premises. Please turn off phones and electronic devices prior to the performance. Texting is not allowed during the performance.

**BEHAVIOR:** Chaperones should stay with their students while visiting, keeping in mind that running in the lobby, on the Endless Bridge or in other areas of the theater is prohibited. Students who are unaccompanied in the lobbies will be asked to return to the theater. If a student from your group exits the theater during the performance, they must be accompanied by a chaperone. The Guthrie reserves the right to escort disruptive patrons from the theater at any time.

**FOOD AND BEVERAGE:** Food, beverages, gum and candy are not allowed in the auditorium. Student groups may bring their own lunches to eat in our public lobbies before or after the performance upon request. Lunches must arrive in large bins or contained boxes, and they may not be consumed during intermission. Please contact Group Sales if you plan to bring lunches for your group.

**AGE RECOMMENDATION:** We recommend patrons be ages 12 and up except for *A Christmas Carol*, which we recommend for ages 8 and up. Everyone must have a ticket, and children under 5 are not admitted.

**BAD WEATHER:** The Guthrie does not cancel performances due to inclement weather. If weather prevents you from visiting, contact Group Sales. If you are calling outside of regular business hours or within two hours of the performance, please contact Stage Door at 612.225.6000. Every effort will be made to reschedule your visit.

## Services

**STUDENT MATINEE PROGRAMMING:** There will be a pre-show experience provided by Guthrie Education teaching artists 15 minutes before showtime. Everyone is welcome.

**ACCESSIBILITY:** The Guthrie offers wheelchair and accessible seating, assistive listening devices, ASL interpretation, open captioning, audio description, Braille and large-print programs, and high-magnification (2.8x) sport glasses upon request with at least two weeks' notice.

**PLAY GUIDES:** Play guides offer additional information about the work you will see onstage, including commentary about the playwright, the play's cultural and historical context, its literary significance and classroom activities for educators. Visit [guthrietheater.org](http://guthrietheater.org) to download this free resource. A printed copy is available upon request.

**GUTHRIE STORE:** Located on Level One, the store features Guthrie and production-related merchandise as well as theater books, gifts, jewelry and more. Due to the size of the store, we ask that no more than five students are in the shop at the same time and all students are accompanied by a teacher or chaperone.