



UNIVERSITY *of* DUBUQUE

Planning Your SchoolBus Performance Field Trip

About Your Reservation

CONFIRMATION

A confirmation letter/invoice, along with a SchoolBus performance contract, will be mailed within one (1) week of your reservation. Please review your reservation carefully. If there are no changes, sign and return the contract to the Heritage Center by the stated due date. If you do not receive your confirmation or your reservation is incorrect, please contact the Heritage Center as soon as possible. Reservations may be cancelled without notice if the Heritage Center does not receive the signed contract from you. You will receive final confirmation approximately six (6) weeks prior to the show. The confirmation will include information regarding your visit, as well as a reminder of the payment due.

PAYMENT

Although payment is not due when the reservation is placed, please adhere to the following:

- A minimum of 60 days notice is required in order to completely cancel your reservation. If a cancellation is requested after this deadline, the school will still be responsible for payment of the original reservation. Reservations placed after the cancellation date are considered final sales.
- Payment must be received 30 days prior to the performance or seats may be forfeited. Payment due date is located on your invoice.
- If additional seats are needed within 30 days of the performance they must be paid for, in full, at time of order (with a credit card over the phone or in person with cash or check). Please limit your adjustments to one per performance.
- No cash or checks from individual students/parents, please. Payment must be made on a single check (payable to 'University of Dubuque').
- After payment is received, the price of additional seats will be at the same price as the original order.
- No changes can be made within two (2) business days of your scheduled performance.
- No refunds will be issued for unused seats.

About the Performance

- Performances occur in Heritage Center's 953-seat John and Alice Butler Hall.
- Performances run approximately one hour (60 minutes), unless noted. Occasionally, a Q&A session will be included.
- All events, dates, and times are subject to change.

Chaperones

- A minimum of one (1) chaperone is strongly recommended for every 15 students attending a performance and should be included with your reservation.
- Parents/chaperones may not purchase tickets separately from the school group. SchoolBus Series performances are not open to the public.
- Chaperones may not bring other children. Babies in arms will not be permitted in John and Alice Butler Hall.

Seating

- The requested number of seats will be held at time of reservation, however, seating assignment is NOT determined by reservation date.
- A seat must be reserved for everyone in your group. Reservation totals must reflect all students, aides, teachers, and parents/chaperones attending.
- Tickets are not issued. Ushers will take your group to their assigned seats.
- Please mention special needs requests (wheelchair seating, hearing/vision impairment), at time of reservation so that your school may be seated in the appropriate area on the day of the performance.

Parking & Directions

UD Heritage Center physical address is 2255 Bennett Street, Dubuque, Iowa. Conveniently located at the intersection of McCormick and Bennett Streets in Dubuque, the UD Campus and Heritage Center are sandwiched between U.S. Highway 20 and University Avenue. Heritage Center offers free, on-site parking. Buses simply drop students off at the front entrance and will receive guidance from Heritage staff as to parking options. Detailed directions are available online at <http://www.dbq.edu/fineperformingarts/heritagecenter/liveattheheritagecenter/parkinganddirections>.

Arrival

Please arrive no later than 15 minutes before show time. Late arrivals will be seated when appropriate, based on the performance.

Dismissal

Groups will be dismissed by school from the stage following the performance. Please remain seated until your school is called. If your school needs to be released first, please notify us in advance so that your bus driver can be instructed to be first in line. Although we will try our best, we cannot guarantee that all dismissal requests will be honored.

Weather Related Cancellations

UD Heritage Center will decide to cancel, delay or postpone a performance due to weather by 8:00 am on the day of the performance. We will make every effort to alert schools of such changes. SchoolBus Series performances are only cancelled if **performers** cannot make it due to weather. Weather-related cancellations issued by Heritage Center will offer an alternative performance date or a full refund. If a school is unable to attend a performance due to weather (ie, school is closed or delayed), a credit will be issued to the school so they may attend a future SchoolBus Series performance.