

EDUCATOR FAQs

Below you will find a list of **Frequently Asked Questions (FAQ)** and we hope this helps you as you plan your visit to the Festival. There are also helpful resources on our website, www.calgarychildfest.org. Please feel welcome to call us directly at 403-294-7482, if you have any questions or concerns that have not been answered. We'd love to help! **If you have questions about your tickets or ticket order please call the Festival School Box Office at 403-294-7482.**

What is a school performance vs. a public performance? Tickets to schools and home schools go on sale in early October for performances that are held Tues - Fri, during the day. Evening performances and all Saturday performances are designated public performances. The public is more than welcome to purchase tickets and attend school performances when available.

Is seating in the theatres assigned? In order to serve our patrons better in 2011 we will assign seating to school groups attending performances at the Jack Singer Concert Hall and the Max Bell Theatre. Look for your group's assigned seating map that will arrive with your ticket package. Call our box office at 403-294-7482 for more information on this new program.

Why do you need us to fill out a Transportation Questionnaire? It is important that we know when and how you are arriving, as once you arrive at the Festival, Ambassadors from the Festival Traffic Team will direct you to your first performance of the day.

What do we do if we are going to be late? If your arrival to the Festival is delayed for any reason and you are going to be late for your scheduled performance please call the Festival Administration line (403-294-7414) immediately to update us on your estimated time of arrival.

We are arriving by Charter Bus, where do we tell them to drop us off? Please see the Drop-Off Map attached (and printable maps at calgarychildfest.org under Educators) to check your drop-off/pick up point. Please make note that our bus zones have changed since 2010. Notify the bus driver of the time your class should be picked up after your day at the Festival. Please prepare a sign with the name of your school for the bus driver to display inside the front window of the bus. Confirming your pick-up time with your driver will alleviate congestion at pick-up locations.

Is the Festival site public transit accessible? Yes! Eastbound LRT passengers can get off at the Telus Convention Centre as the City Hall LRT Station is currently closed. Westbound LRT passengers get off at the Olympic Plaza station. Check the Calgary Transit website for schedules and possible platform closures.

Some of us are bringing our personal vehicles, where do we park? You'll find convenient parking on street level and in the parkades in and around the EPCOR CENTRE for the Performing Arts. More info can be found at calgarychildfest.org.

How do we find our theatre? When planning your Festival visit, check out the maps on calgarychildfest.org to get a sense as to what part of the EPCOR CENTRE your theatre(s) is located. Once you arrive at the Festival, Ambassadors from the Festival Traffic Team will direct you to your first performance of the day. They will meet your group at your bus drop-off point. If you require further directions proceed to the Lost & Found Tent on Olympic Plaza OR to the Media Check-in and Information Tent on Olympic Plaza. Staff and volunteers will be at these locations to help you. Please don't hesitate to approach them if you need assistance. Volunteers can be identified by their Festival t-shirts.

We have tickets to *The Tragical Life of Cheeseboy*. Where is the Stage Door Theatre? The Stage Door Theatre is located by entering, you guessed it, the Stage Door of the EPCOR CENTRE. You can only reach the Stage Door Theatre off of 9th Ave SE 1 Street SE and MacLeod Trail S.

Our students are bringing lunches, is there some place we can store them until we need them? The Festival will provide lunch storage for groups. If your group is bringing bag lunches to the Festival site, please pack all the lunches in a box. Label the box as follows:

1. Teacher's or group leader's name.

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INTERNATIONAL
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WWW.CALGARYCHILDREST.ORG



2. Name of the school or group.
3. Contact phone number.
4. The total number of lunches.

The box may be dropped off at the lunch storage site, which will be located on the Festival site. The key to lunch storage is kept at the Tunes Tent.

What is the policy for latecomers? Some performances do not admit latecomers or allow re-admittance once a performance has begun. To be safe, you should plan on arriving at the theatre venue at least twenty minutes prior to the performance start time so you are able to get seated comfortably. The Festival website notes the latecomer / re-admittance policy for each performance on its respective show page.

What time(s) does the Festival run? Shows do run all day long and into the evening. Check the performance schedule at calgarychildfest.org. The Olympic Plaza portion of the Festival site is open 9:30 AM to 2:30 PM, Tuesday to Friday, and 8:30 AM to 4:30 PM on Saturday.

What happens on Olympic Plaza during the Festival? The Calgary International Children's Festival offers areas of creativity and play to complement the fabulous performances inside the theatres. Activities are located on Olympic Plaza and are free of charge with your Festival ticket purchase. Visit calgarychildfest.org for a complete listing of the Open Air Fun activities. Please note: Wax Hands Activity Fee is \$1.00 per person Tuesday to Friday. Public pricing applies on Saturday.

Are there vendors on the Festival site? Following some performances the Festival will offer autograph sessions, in the theatre lobby, where you can purchase artist specific merchandise and CDs. Otherwise, there are no outside vendors permitted on the Festival site.

What do we do if we need First Aid assistance? First Aid providers are available on site. If someone in your group requires medical attention, please go to First Aid located next to the Media Check-in / Info Tent.

What happens if it rains? The performances inside the theatres and the Olympic Plaza site activities will continue to be available even when it rains.

Where are the washrooms located? The lobbies of every theatre and the Centre Court area in the EPCOR CENTRE for the Performing Arts all have clearly marked washrooms. Portable toilets are available on the west side of Olympic Plaza. Big Secret Theatre (Banquet Terrace); Centre Court (Main Level)*; Engineered Air Theatre*; Jack Singer Concert Hall* (Main Floor, Level Two & Three); Martha Cohen Theatre* (Main Floor & Level Two); Downstairs Hall*; Max Bell Theatre*; City Hall*; Onsite Olympic Plaza* (Porta-Potties; 1 Disabled access) Permanent.

*disabled access washrooms

Is there a bank machine on site? A bank machine is located in the Centre Court area of the EPCOR CENTRE for the Performing Arts, in the lobby of the Jack Singer Concert Hall and near the Martha Cohen Theatre.

What are your Lost and Found Child Procedures? The Calgary International Children's Festival is proud of our safety record. We have many crew members whose sole purpose is to keep our visitors safe. Please be assured that precautions have been taken to ensure your visit is as worry-free and safe as possible.

When a child is found:

- the child will be brought to the Lost and Found Tent located across from the Martha Cohen Theatre on Olympic Plaza (tent with the green roof)
- the Lost and Found Team Leader will take the child's information
- then a Security Team member or volunteer will be dispatched to the location where the child thinks their group might be.
- the Security Team member or volunteer will check back with the Lost and Found Tent frequently
- the child will remain at the Lost and Found Tent until their group is located

If a child is lost:

- the parent or guardian should report to the Lost and Found Tent, located across from the Martha Cohen Theatre on Olympic Plaza (tent with the green roof)
- the Lost and Found Team Leader will take a description of the child and what they are wearing
- Security Team Members and volunteers will search for the child

-they will check back frequently with the Lost and Found Tent and the parent/guardian until the child has been located.

For either situation, please check in with the Lost and Found Tent.

A Special Note to Group Leaders: We recommend that each child wear a tag with the name of his/her school or group. This will help in reuniting a lost child with his/her group as soon as possible. For reasons of security and safety, we do not recommend including the child's name on the tag.

Lost and Found Articles: Found articles are turned over to the Lost and Found Tent. At the end of each Festival day, all unclaimed items will be turned over to the EPCOR CENTRE for the Performing Arts Security Desk (220 9th Ave SE). Unclaimed items will be donated to local shelters after the Festival. Lost and Found is sponsored by MacCon Security. Please call Security at (403) 294-7455 x 1410 to inquire about a lost item.

Many of our students may be visiting a theatre for the first time. What are some basics of theatre etiquette?

-When you talk to your neighbour everyone can hear you and you may interrupt the performance on stage. So, please, no talking during the performance.

-Please go to the washroom before entering the theatre. You can disrupt the performance for everyone by entering and leaving during the show. Some shows may not allow for re-admittance once the performance has begun.

-If you liked what you saw during the performance, the performers love to hear your applause at the end of the show.

-Please do not bring balloons, food, drinks, cell phones, cameras, hand-held video games, or audio-visual equipment into the theatres. These act as a distraction to audience members, as well as to performers.

-Please remove disruptive or crying children from a performance. Front-of-House staff will be available to assist you, if required.

What do we wear to the Festival? Encourage your group to wear comfortable and appropriate clothing. Some Festival activities are outside, so we suggest dressing in layers as this works best for a mix of weather and activities. Please be aware that some activities involve the use of paint, glue, and other messy materials.

www.calgarychildfest.org

FESTIVAL CHECKLIST

- Faxed Transportation Questionnaire (enclosed) back to the Children's Festival office at 403-294-7487.**
- Brought ticket voucher(s).** *The voucher(s) serve as your ticket for admission to the performance you have purchased. The voucher is required for admission. Remember every person attending a performance must be included as part of the quantity number listed on your ticket voucher.*
- Prepared a cardboard box for student's lunches** *(labeled with teacher's name, the name of school, phone number of the school and the number of lunches).*
- Prepared a sign with school's name for the bus driver to display in the front window of the bus.**
- Notified bus driver of required pick-up time from the Festival site.**
- Provided each child with a nametag sticker including the name of school or group.**
- Allowed enough travel time so class will arrive on time for the performance.**