

School Showcase FAQ's:

When will I know my child's performance date & time?

-These are given out via email approx. early October for the January Showcase and early March for the May Showcase.

How many shows does my child perform in?

-Each child performs in 1 show throughout the weekend. Please note if your child is a member of APG or AEE (our audition only companies) they perform in more shows and will receive specific information.

What if my child has a conflict with one of the show dates/times?

-Please email us as early as possible with any conflicts. We do our best to accommodate all schedules.

How will I know which cast my child is in?

-Casts are emailed out as stated above. Each cast is indicated by a different color. This color is important for dress rehearsal times and purchasing tickets.

Will my child have the same cast color for both showcases throughout the year?

-Not necessarily. Due to conflicts and class sizes your child's cast color may change. You will be emailed an updated cast color with the times for the may showcase sometime in March.

How long is the showcase?

-Each showcase runs between 60-90 minutes each. There is no intermission.

Can I take videos or pictures during the performances?

-No, we find that video and photography is very distracting not only to our performers but other audience members as well. Videos are available for purchase for \$12 each and individual or class photos are available via order form and range in cost.

Do I need to purchase tickets?

-Yes. Information will be emailed a month prior to each showcase.

How many tickets can I purchase?

-Each child is allowed EIGHT tickets. Our ticketing system will only allow you to purchase EIGHT tickets at once.

Where do I purchase tickets?

-Tickets must be purchased online. Tickets can be purchased at atatheatre.showclix.com. For instructions on exactly how to use our ticket system please refer to the "Upcoming Shows" page on our website.

Can I purchase tickets at the door?

-We cannot guarantee that tickets will be available right before the start of the show. We highly recommend you purchase your tickets online in advanced.

I have someone who requires wheelchair accessible seating, where will I find these seats?

-Please email us directly as early as possible for seating information and so we can ensure seating is available together.

What if I purchase the wrong amount of tickets or purchased tickets for the wrong date?

-Once the tickets have been processed by Showclix we can only view what has been purchased. To switch tickets or for other payment questions please contact Showclix directly.

Do I need to print off my tickets?

-You must have your ticket to be seated during the showcase. You can either print your tickets or make sure they are available via email or text.

What is your refund policy for tickets?

-Tickets are non-refundable within 5 days of the show date.

I noticed there is a production fee for each showcase, what exactly does this cover?

-Your production fee covers many things from your child's costume, accessories, paint/items for set, cost of rights, etc. The production fee for the January Showcase is \$35 and the production fee for the May Showcase is \$60.

What happens at dress rehearsal, is this mandatory?

-During dress rehearsal students are given their costumes to be put on, photos are taken and a full run through takes place. This is your child's first opportunity to run their material with full lights and costumes. This rehearsal IS mandatory as it will be the only time they run through their material with lights and costumes before the show.

When will my child's costume be available?

-Unless major alterations are needed, your child will be given their costume the week before dress rehearsal. If your child's costume requires specific tights or shoes we will inform you of this ASAP.