

TheaterVISION



CANCELLATION DUE TO WEATHER

If weather conditions result in school closings or delays, the Theater Vision staff reserves the right to cancel performances. Decisions are guided by information about delays and/or closings for schools with groups attending shows, as well as weather and road conditions near the Franciscan Center and in outlying areas.

Decisions about Theater Vision cancellations are based on the particular situations and best interests of each audience. Performances will not be delayed. If you must cancel your reservation due to a last-minute weather-related cancellation or delay, or if you are delayed in reaching the Franciscan Center, call the Education Department to report your status.

Call the Education Department at 419-824-3986 to hear a message about performance cancellations.

Many major T.V. and Radio stations will broadcast Theater Vision cancellations along with school closing announcements.

The decision to cancel will be made no later than 8:00 AM.

In case of a cancellation, the performing company will be contacted immediately about rescheduling the performance. If that is possible, all schools scheduled to attend the performance will be asked to switch to the new date. If the majority of the audience can attend on the new date, the show will be rescheduled. Otherwise the following "Franciscan Center Cancellation" Refund Policy takes effect.

***Refund Policy if Rescheduling is not Possible**

If the Theater Vision Department cannot reschedule a performance or Theater Vision Day that is cancelled due to inclement weather or another emergency, your refund will equal the total cost of your reservation LESS \$1.00 for each seat initially reserved.

***Refund Policy If You Cancel**

If for any reason you need to cancel a performance or Theater Vision Day and it is not possible to reschedule your group for an alternate day or another show, you will receive a refund equaling the total cost of your reservation LESS 10% of your total order, plus \$1.00 for each seat initially reserved.

Handling charges help cover the cost of artist fees that have to be paid even if shows are cancelled, educational materials, postage and handling of reservations, tickets, etc.

NO REFUNDS ARE GIVEN TO INDIVIDUALS WHO CANNOT ATTEND A PERFORMANCE

* Policies are subject to change at any time. An attempt is always made to reschedule a show or offer another performance.