

## *rihannaboi95* FAQ

# School Registrations for Online Productions

**Q: I have a school account, but this is my first time booking *online*. How do I get set up?**

A: If you have made a transaction in the past (workshop, school visit etc.), but did not directly set up an online account, our Box Office may have set up an account on your behalf to process your transaction. If this is the case, this will be your first time accessing our online ticketing portal. Simply click on “forgot password” on the log-in page and follow the instructions.

**Q: I don't have a school account. How do I get set up?**

A: If this is your first booking with YPT as a teacher/educator, you will be required to [create an account with your school email and information](#). Simply visit the log-in page and follow the instructions.

**Q: What information is required to set up an account?**

A: To create a new account you will be asked to complete all of the necessary information regarding your school and class. It should only take a few minutes.

**Q: As a teacher, how early should I register?**

A: To ensure an optimal experience, YPT recommends registering online a minimum of 2 weeks prior to the event to ensure timely access to supporting resources and workshop availability – if requested.

**Q: How do I choose the show/event and number of classes?**

A: Click on the “Event/Show” you wish to book, and select the number of “Classes/Groups” (not the number of students) that will participate. Please note that there is a maximum of 30 students per class.

**Note:** If booking the “Unlimited Classes” package, please indicate how many classes will be viewing the production.

**Q: How do I book a live-streamed workshop?**

A: If you'd like to add a companion workshop for \$200.00 per class, please select the number of participating classes. Please note that there is a maximum of 30 students per workshop.

Workshops are subject to availability.

**Q: I've booked for several classes/teachers. How will they access the performance?**

A: Once you've registered, YPT will follow up with you to obtain the name(s) and email address(es) of the other teachers who will be participating with their classes. Each teacher will be required to create their own YPT online account where they will access their unique performance viewing link. To learn more about accessing your school performance [click here](#).

**Q: Is it ok to buy the show and workshop for some classes, but just the show for others?**

A: Yes. Simply select the number of shows and then number of workshops - they don't need to be an equal ratio. Once your registration is complete, we'll follow up to confirm which classes are viewing the show only and which classes are also participating in the live-streamed workshops.

**Q: Once I've completed my online registration is my booking confirmed?**

A: You're officially booked once the Box Office has contacted you to confirm your registration and provided an invoice.

**Q: How do I access the performance?**

A: As of your selected performance date, you will have access to the viewing link by logging in to your YPT account. You will receive a reminder email prior to the performance date. To learn more about accessing the performance [click here](#).

**Q: How long do I have to view the performance?**

A: You will have from the date of your selected performance through December 18<sup>th</sup> to view the streamed performance. You can stop and start again at any time within your access window.

**Q: When is payment due?**

A: The payment is due on the date indicated on your invoice. If your school chooses to process via a purchase order, we will require all details as soon as possible.

**Q: I'm registering for several classes, but would like to arrange payment for my class only. Is this possible?**

A: If you're booking on behalf of other teachers, a single invoice is generated and as such we cannot split payments between multiple classes/groups. If each class is required to pay separately, then we'd kindly ask that each teacher make their own individual class booking.

**Q: Can I cancel my registration?**

A: Should your school need to cancel due to unforeseen circumstances, we would be happy to provide a full credit on account for a future production in the 2021.22 season.