



FAQ FOR SCHOOLS

SensoryBox TYA

This FAQ provides details on how to register your class, access your live-stream and set up your SensoryBoxes. Scroll down for more details!

ABOUT SENSORYBOX TYA

What is *SensoryBox TYA*?

Back by popular demand, *SensoryBox TYA* is an immersive event that includes both a wrapped box and live-streamed performance experienced on Zoom.

How big is the box?

The box is 9" x 6 1/2" x 2 3/4".

How many boxes are provided per class?

There is one box for **each participating student** up to a maximum of 30 students per class.

What items are inside *SensoryBox TYA*?

The excitement of *SensoryBox TYA* is the surprise of the unknown! The contents aren't revealed to the students until show time when, blindfolded, they'll be guided through unwrapping and opening the box. We recognize that teachers need to be aware of the contents before they book. *SensoryBox TYA* contents:

- 1" plastic capsule with one unpopped popcorn kernel
- 1" plastic capsule with one popped popcorn kernel
- Small container of Cloud Putty
- Wrapped hard candy
- Scented marker
- Eye mask (in envelope)

How does it work?

Once you've registered your class and your booking has been confirmed, the shipment of boxes will be delivered directly to your school in advance of your performance date. In preparation for your performance, simply place each box in front of the participating students and use the live-stream Zoom link to connect to the performance. (The live-stream link can be accessed in your YPT account on the day of your performance). When your live-streamed performance begins, you'll be introduced to your host who will gently guide you to put on your mask and begin the *SensoryBox TYA* adventure.

What do I need to watch *SensoryBox TYA*?

In addition to a YPT account, you will need to make sure that you have the most recent version of Zoom, and access to a **Zoom account**. You will be directed to the *SensoryBox TYA* livestream through your YPT account. **Note:** Please ensure your Zoom “name” matches the name you registered your school booking under. All names will be verified prior to entry.

What are the recommended grades for *SensoryBox TYA*?

Grades 1-6; ages 6-12.

How long is the performance?

The estimated run time is approximately 60 minutes, including a 10-minute pre-show preparation period.

How much does it cost?

For one class max. of 30 students the performance is \$300 plus \$20 shipping (and taxes) and includes a box for each participating student.

Is there a Deaf-friendly performance?

A pre-recorded Deaf-friendly performance of *SensoryBox TYA* will be available from December 8-18, and will include a Deaf performer, ASL-English interpreter, the ability to pause and return to the performance as needed, and captions. The contents of the *SensoryBox* are exactly the same, except that the plastic capsules are 2" in diameter and the box doesn't come with a blindfold. Schools interested in booking the Deaf-friendly *SensoryBox TYA* performance can contact bouchard@youngpeoplestheatre.org for more details.

REGISTERING YOUR CLASS

How do I register my class?

NEW this season, teachers can now book ONLINE! Simply visit us online [here](#) and follow the easy steps to register.

If you need further support, please email yptboxoffice@youngpeoplestheatre.org or call 416.862.2222 x2. Our Audience Experience Representatives will respond within 24 hours.

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

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

Deadline to register?

Registration for *SensoryBox TYA* MUST be completed a minimum of 2 weeks prior to your preferred performance date to ensure the timely delivery of boxes to your school.

How do I receive my *SensoryBox TYA*?

SensoryBox TYA is delivered directly to your school well in advance of your performance.

What if I'd like to book more than a single class of up to 30?

Each performance is limited to a max. of 30 students from the same school. A max. of 3 classes from one school can be booked into one performance for a total of 30 students. If your student group exceeds 30, additional performances must be booked at an alternate time. Note that two school performance times are available each weekday. Only students from the same school are permitted into a performance.

If I wish to add students after my initial booking, is that possible?

Yes, you'll be provided a final date in which to modify your booking to ensure that all participating students will receive a *SensoryBox TYA*. Note: all boxes will be sent in a single shipment directly to your school.

May I cancel my order?

Once you've registered, you will receive a confirmation email and invoice. Once your booking is confirmed, we do not accept cancellations. However, if you need to move your date to another performance of *SensoryBox TYA*, we'll make every reasonable attempt to find you a more suitable date. Note: YPT cannot provide refunds.

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

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.

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

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 [here](#) and follow the instructions.

What information is required to set up an account?

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

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

Click on the "Event/Show" you wish to book, and select a quantity of "1" as it's a single booking of up to a maximum of 30 students.

How do I book a live-streamed workshop?

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.

When is payment due?

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.

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

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.

ACCESSING YOUR PERFORMANCE

Your shipment of boxes will be delivered directly to your school in advance of your performance date. In order for your students to get the best *SensoryBox* experience, here are a few steps to help get everyone prepared.

BEFORE THE LIVESTREAM:

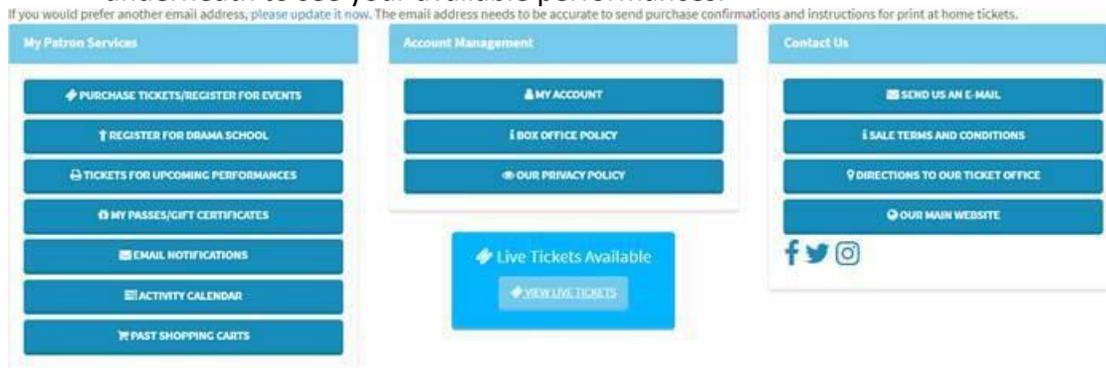
1. The performance is live-streamed on Zoom so you will need **access to a Zoom account**.
2. **Test your equipment** well in advance (computer, projector, speakers, Zoom software, stable internet connection etc.). Your students will need to be able to see and hear the host. As well, ensure your webcam is on and facing your students. The performer will be interacting with your students so being able to see them will be helpful!
If you are experiencing any issues with your Zoom link, please email us yptboxoffice@youngpeoplestheatre.org.
3. **Preparing your students**
Make sure all your students (in-person and online) have their wrapped boxes (with affixed envelope unopened) on a flat surface in front of them – a desk, table, floor etc. Be sure each student has a box. (No Peeking!)
4. **Accessing the performance on Zoom**
Your live-streamed Zoom performance link will be available by [accessing your YPT account](#) at the time of your scheduled performance. Log in to your YPT account with your school email and password with which you registered.

Please note that your show time includes a **10-minute pre-show preparation period**, which is why your performance time is 10 minutes prior to the hour. For example, if your show begins at 10:50am, the Zoom link is accessible as of 10:50am and you will have 10 minutes to sign in and be admitted to a waiting room prior to the performance being live-streamed at 11am. This will give you a bit of time to make sure you're successfully logged in, set up, and everyone is comfortable and ready to go!

If there are online students who will be joining virtually from home:

- Please ensure a YPT Box Office representative is advised at time of booking and is provided their name. All names are verified prior to admitting to Zoom.
- If online students and/or additional classrooms are joining, please ensure that everyone is logged in at the scheduled performance time. The event requires that everyone begin at the same time.

5. After logging in, you will be directed to your account Home Page where you find the “Live Tickets Available” window. Click the “View Live Tickets” button directly underneath to see your available performances.



6. This page will list purchased events that are now available for viewing. Locate the event you wish to view and click “Watch” directly underneath your selected *SensoryBox TYA* date. Once you are set up, click “Enter the *Sensorybox TYA* Performance”.
7. **Once logged in**, you’ll be admitted to the Zoom **Wait Room** as we verify your teacher/school name. Please ensure your Zoom “name” matches the name you registered your school booking under (teacher name, school name). All names will be verified prior to entry.

DURING THE LIVESTREAM:

1. **On entering Zoom, please stay on MUTE with your CAMERA ON** for the duration of *SensoryBox TYA*. If online students are joining, please ensure they’ve been instructed to do the same. It will help our host to connect and engage with your students and make for a better experience!
2. **When the performance begins**, the students will be introduced to the host and gently guided through the adventure of putting on their eye masks and opening their boxes.

If you have also purchased a workshop, our Education and Participation Department will be in touch with additional information.

How long do I have to view the performance?

Since the performance is live, you'll need to watch with your class at the date and time you've selected for your booking.

Set-Up for Schools Accessing the Pre-Recorded ASL Performance

A pre-recorded Deaf-friendly performance of *SensoryBox TYA* will include a Deaf performer, ASL-English interpreter, the ability to pause and return to the performance as needed, and captions. This performance is available for viewing through Dec. 18.

- Make sure all in-person and online students have access to a wrapped box (No Peeking!)
- Please ensure that:
 - you have a stable internet connection.
 - you set up a computer and projector that are connected and working so that your students can see what's on screen.
 - your webcam is on and facing your students – the performer will be interacting with your students so being able to see them will be helpful!
 - your students are sitting at their desks or another surface where the box can be resting in front of them. When you log on for your performance ensure that each student already has a wrapped box ready to go in front of them.

Questions? Please email YPTBoxOffice@youngpeoplestheatre.org and a member of our staff will contact you.

