

## FAQ

### On Demand for Schools

#### *Travelling Tales*

#### REGISTERING YOUR CLASS

**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” if it’s a single booking of up to a maximum of 30 students.

#### ACCESSING YOUR PERFORMANCE

**How do I access the performance?**

As of your selected performance date, you will have access to the pre-recorded video 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](#).

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

Viewing access is available as of your selected performance date through February 18.

#### PAYMENT & CANCELLATIONS

**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.

**Can I cancel my booking?**

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. YPT cannot provide refunds.