



KALEIDOSCOPE
GALLAGHER BLUEDORN • University of Northern Iowa

Bringing the *Arts*
to 500,000 kids.

Frequently Asked Questions – When requesting Kaleidoscope Tickets

<http://www.gbpac.com/kaleidoscope>

“When can I start requesting tickets?”

Please request your tickets online at www.gbpac.com beginning at 7:30 a.m. on April 11th @ 7:30am.

“When is it suggested that I order tickets?”

As our Kaleidoscope history indicates, shows tend to sell out within the first few days, or even hours, of ticket requests. It is recommended to place your request as soon as possible, as schools are accepted on a first come, first serve basis.

“Where exactly do I go to request tickets for performances?”

Only online requests will be accepted at www.gbpac.com. A request form link will be uploaded the morning of Tuesday, April 11th 2017.

“Do I need to create an account?”

No.

“It’s Tuesday morning, I’m on the website but do not see the link.”

The link will be live exactly at 7:30 a.m. If you are on the website at this time and do not see the request form, please refresh the website page.

“I tried to go online but couldn't find the request form link; I just saw the schedule for 2017-2018. Am I looking in the wrong place?”

The reservation order form has not yet been put online. However, schools are able to view the upcoming season’s performance descriptions, dates/ times, and grade levels.

“Is there a request form I can send to my teachers?”

There is no hard copy request form as everything is online. Please direct teachers to the webpage, so they may access the form directly.

“Is the online reservation form intended to be printed from the computer and sent to the GBPAC by mail or fax?”

No, schools should fill out the form online and submit it electronically. No hard copies will be accepted. Please note, orders are not meant to be communicated over the phone or sent via e-mail to GBPAC staff. **All reservations must be made online via the form.** This is as an effort to increase accuracy and productivity.

“I want to get tickets. What are the registration procedures?”

Complete the online request form indicating the events you would like to attend. Please include alternate show choices in case your first choice is sold out. Submit it online. Retain a copy for your records. Make sure to provide an email address you often check, since most of the UNITIX correspondence will be done via email.

“I’ve submitted my request for tickets, now what?”

Once your request is submitted, you will receive a copy of that order via email. This is merely a copy of your request, not a confirmation of the order. You will be contacted via email or phone if you received tickets to an **alternate** show choice or if you are placed on a waiting list.



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“When do I find out which shows I got into?”

Approximately five weeks after reservations are accepted, you will receive an email asking you to visit the website to view the list of confirmed schools attending each performance. If a group received an alternate choice or is placed on a waiting list, they will be e-mailed by UNITIX.

“Do I need a purchase order number when I fill out the reservation form?”

No, a PO is not required at the time of reservation. If you have a PO, please include it on the form or send it in when it is available.

“Do I need to pay online when I place my reservation?”

No, wait for confirmation to make sure you got into the shows first. Please DO NOT include credit card numbers on the form, as the form is not secure.

“What do I need to know about confirmation and payment?”

The contact person on the order form will receive a confirmation letter mid-August for fall shows and mid-November for spring performances. On your letter a deadline will be stated for changes in attendance and final payment. This letter should be used as an invoice. The contact person is responsible for forwarding this paperwork to the school's finance office for processing. These are both due no later than 60 days prior to the event. Purchase orders must be paid by the due date listed on the confirmation letter. Payment can be made with check or credit card (Visa, MasterCard, Discover, or American Express).

Ticket vouchers are used in lieu of standard tickets for the Kaleidoscope Series. The contact person on the order form will receive a ticket voucher at minimum two weeks prior to each show. It will act as the group's ticket to the event.

“What happens if I confirm for a performance 60 days before the show, then I learn we cannot attend after all. Will we receive a refund?”

No, once an order is confirmed it cannot be canceled and numbers cannot be decreased. You can request an increase in numbers after the deadline, dependent upon availability, though we cannot guarantee any additional seats.

“Are all the events at the GBPAC?”

All of the shows are at the Gallagher-Bluedorn with the exception of:
Mar 7th, 2018: Oelwein, Huck and Tom and the Mighty Mississippi
Apr 5th, 2018: Oelwein, The Three Little Pigs
Apr 6th, 2018: New Hampton, The Three Little Pigs

“How much are tickets?”

Ticket admission is \$1 for students, teachers, chaperones, and bus drivers.