North Texas Performing Arts
Corporate Headquarters
6121 W Park Blvd, Ste B216 | Plano, TX 75093
Facility Hours: 8am – 10pm | Business Office: 8am – 5pm
Phone: 972.422.2575 | Accounting: 469.661.0907
customerservice@ntpa.org | accounting@ntpa.org | ntpa.org

TERMS AND CONDITIONS

Effective October 1, 2026

These Terms and Conditions outline North Texas Performing Arts ("NTPA") policies for program enrollment, tuition, tickets, memberships, facility rentals, discounts, account credits, volunteer financial activities, privacy, safety, and related transactions.

Program, production, membership, rental, volunteer-role, and event materials may contain additional or more specific requirements. Those specifically published terms supplement these general Terms and Conditions and control for that particular activity if there is a conflict.

Please review the information displayed before completing a purchase, enrollment, membership, rental, or volunteer assignment. Questions may be submitted to **customerservice@ntpa.org** unless another contact is identified below.

NTPA may update these Terms and Conditions from time to time. Changes generally apply prospectively. NTPA may make changes applicable to an existing activity when reasonably necessary because of law, licensing requirements, safety considerations, governmental requirements, or circumstances beyond NTPA's reasonable control.

PAYMENTS AND PRICES

NTPA accepts the payment methods offered for the particular transaction. Cash and checks may be accepted through an NTPA location or staff member where available; contact Customer Service for payment arrangements.

Online credit card and ACH payments are subject to a **3% convenience fee**, which will be shown before the transaction is completed. Please review the total amount, including applicable charges, before completing payment. Patrons are advised to not send credit card, banking, or other sensitive payment information through ordinary email.

A **$2 Save Our Stages charge** applies to each ticket sold at NTPA facilities. These funds support NTPA stages, facilities, and related capital needs across the organization and will be displayed as part of the ticket transaction.

Applicable sales tax is charged on concessions, merchandise, and other taxable transactions. Posted promotional-table prices may already include applicable tax. The amount shown and accepted at checkout governs the particular transaction, except in the case of an obvious pricing or system error as described below.

If NTPA offers an approved payment plan, the written agreement or checkout schedule will state installment amounts and due dates. Participation in a payment plan does not change the underlying refund, withdrawal, or credit policies.

Pricing and System Errors

NTPA makes reasonable efforts to ensure that published prices, discounts, ticket inventory, tuition amounts, and transaction information are accurate. An obvious typographical, programming, system, or pricing error does not obligate NTPA to complete a transaction at the incorrect amount.

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If a material error is discovered after a transaction, NTPA may correct the transaction, offer the purchaser the opportunity to proceed at the correct price, or cancel the affected transaction and refund amounts paid.

Returned Payments and Chargebacks

A purchaser is responsible for maintaining valid payment information and sufficient funds for authorized charges.

NTPA may assess reasonable bank, processor, or administrative charges associated with returned checks, rejected ACH transactions, or other failed payments to the extent permitted by law.

Before initiating a payment dispute or chargeback, patrons are encouraged to contact NTPA so that billing questions can be reviewed and, where appropriate, corrected. Improper or fraudulent chargebacks may result in suspension of account privileges until the matter is resolved.

NTPA REFUND POLICY

General Policy

Tuition paid to North Texas Performing Arts (NTPA) for classes, camps, productions, and other tuition-based activities is nonrefundable once purchased, except when NTPA cancels an activity before it begins, when NTPA expressly approves an exception in writing under this policy, or as required by applicable law.

Participant Withdrawal Before the Program Begins

If a participant withdraws before the program's scheduled start date, NTPA will hold the tuition paid as an account credit, less a $50 administrative fee. The credit will be effective as of the date of withdrawal and will remain available for 12 months from that date.

Please contact customerservice@ntpa.org before withdrawing so that NTPA can accurately update the enrollment and account.

Account Credit Use and Expiration

Account credits may be applied toward eligible NTPA camp, class, or production tuition. Account credits ordinarily cannot be applied toward private lessons, field trips, travel programs such as JTF or ACE, or special events, unless NTPA expressly approves an exception in writing.

Account credits must be used within 12 months after their effective date. Any unused credit expires at the end of that period, except as otherwise required by applicable law. For a pre-start withdrawal, the effective date is the date of withdrawal. For a credit issued under another provision of this policy, the effective date and any approved alternative terms will be confirmed by NTPA in writing.

Participant Withdrawal After the Program Begins

Once a program has begun, a participant's withdrawal or nonattendance does not qualify for the standard pre-start account credit and does not entitle the participant to a refund or account credit, except when NTPA expressly approves an exception in writing under this policy or as required by applicable law.

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Cancellation by NTPA Before the Activity Begins

If NTPA cancels a class, camp, production, or other tuition-based activity before it begins, the participant is entitled to a refund of the tuition paid for that cancelled activity. The $50 withdrawal administrative fee does not apply to cancellations initiated by NTPA.

Cancellation by NTPA After the Activity Begins

If an activity has already begun and circumstances require NTPA to cancel the remainder of the program, NTPA will determine and provide an appropriate remedy in good faith, considering the unused portion of the activity, the programming already provided, and the circumstances involved.

The remedy may include a prorated refund, account credit, transfer to another program, replacement programming, or another reasonable accommodation, subject to applicable law. NTPA will communicate the remedy and any applicable terms to affected participants. The $50 withdrawal administrative fee does not apply to cancellations initiated by NTPA.

Rescheduled or Replacement Programming

A rescheduled session, rehearsal, class, or comparable replacement activity is not considered a cancellation when NTPA reasonably provides the programming agreed to at registration. Replacement programming must be substantially comparable in scope and value and offered within a reasonable timeframe.

Extraordinary Circumstances

NTPA may approve exceptions in extraordinary circumstances in its sole discretion, subject to applicable law. An exception in one case does not create a precedent or an entitlement to an exception in another case. All exceptions must be confirmed by NTPA in writing.

Suspension or Removal for Conduct

A participant who is suspended, dismissed, or removed from a class, camp, production, program, or other NTPA activity because of misconduct, a safety concern, violation of an applicable Code of Conduct, harassment, bullying, disruption, or another violation of NTPA policy is not entitled to a refund or account credit solely because of that suspension or removal, except as required by applicable law.

NTPA may consider exceptional circumstances in its discretion. Any approved exception must be confirmed by NTPA in writing.

Rights Under Applicable Law

Nothing in this policy limits or waives any rights or remedies that cannot lawfully be limited or waived under Texas or other applicable law.

DISCOUNTS, REFERRALS AND SCHOLARSHIPS

Discounts and promotional offers must be applied when the eligible purchase is made. NTPA does not ordinarily apply discounts retroactively to tuition or ticket purchases.

Unless an offer specifically provides otherwise, discounts and promotional offers cannot be combined. Eligibility, exclusions, redemption procedures, and available dates may vary by offer.

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New Student Discount

Students ages 5 through 18 who are new to NTPA may use **NEW2NTPA** at checkout for the then-available discount off their first eligible production and their first eligible class or camp. Each student may use the discount once in each of those two categories. The discount cannot be applied after purchase or combined with another promotion or discount.

Academy, Collegiate Pursuits, Community Theatre, Deaf Theatre, special events, and private lessons are excluded unless otherwise specifically announced.

Group Tickets

Groups purchasing **20 or more tickets** to a non-Repertory production qualify for a 20% group discount.

Groups purchasing **15 or more tickets** to a Repertory production qualify for a 15% group discount.

Applicable discounts are applied when the order qualifies and are subject to available seating.

Teacher Tickets

An eligible public or private school teacher may receive **one complimentary orchestra or general-admission ticket to an NTPA Youth Theatre production**, subject to seat availability and presentation of appropriate school identification.

A teacher may request the complimentary ticket **at the door on a seats-available basis**, or may request an advance reservation by emailing **tickets@ntpa.org**.

This benefit excludes Repertory productions and does not apply when the teacher is attending a production in which their own child is participating.

Bring a Buddy

Current NTPA patrons can earn **$75 for each eligible new student** they refer who enrolls in an NTPA class, camp, or production. Rewards are available as either a **prepaid gift card or Venmo payment**, whichever you prefer!

Referral Program Eligibility & Requirements

To qualify for the $75 referral reward, the following requirements must be met:

1. **New Students Only:** The referred student must be completely new to NTPA and must never have previously participated in an NTPA class, camp, or production at any NTPA location.
2. **No Sibling Referrals:** Referrals for siblings of current or former NTPA students are not eligible for a reward.
3. **Current, Active Enrollment Required:** The referred student must be actively enrolled in a current or upcoming NTPA class, camp, or production and must have paid their tuition in full before the referral reward can be processed. Canceled, withdrawn, or otherwise inactive enrollments do not qualify.
4. **No Retroactive Referrals: Referral rewards are not retroactive.** Referrals must be submitted in connection with a new enrollment. Students who enrolled or participated in an NTPA program prior to the referral are not eligible, even if they are currently participating in another program.
5. **Referral Verification:** All referrals are subject to verification and approval by NTPA Customer Service to confirm that the student and enrollment meet all program requirements.

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Complete the referral form with the required information and select your preferred payment method: **prepaid gift card or Venmo**. Once the referred student's eligibility, active enrollment, and full tuition payment have been verified by our Customer Service team, your reward will be approved for processing.

Please allow up to 10–12 weeks for reward processing and delivery.

Membership Discounts

Membership discounts and benefits depend upon the membership level and the terms applicable to that membership.

Certain specialty programs, including private lessons, Collegiate Pursuits, and Deaf Theatre, do not qualify for membership tuition discounts unless specifically stated.

Programs Excluded From Other Discounts

Community Theatre, Deaf Theatre, and Collegiate Pursuits programs do not accept additional discounts or promotions under their published program rules unless specifically authorized.

Needs-based scholarships may be available for eligible Community Theatre and Deaf Theatre participants.

Scholarships

Scholarship funds are limited and are reviewed on a rolling basis when funding is available. Some scholarship funds carry geographic, program, age, or other donor restrictions.

Applicants may submit **one scholarship application per quarter across NTPA**. Applications related to a production should ordinarily be submitted by the second week of rehearsal.

An award is not final until NTPA provides written confirmation.

Questions regarding scholarships may be directed to **scholarships@ntpa.org**.

TICKETS AND ATTENDANCE

Tickets are generally **nonrefundable** except when NTPA cancels the performance.

An unused ticket may be exchanged for another performance or production of the same value when the request is made at least **24 hours before the original showtime**, subject to availability. Requests received after that deadline do not qualify for a standard exchange.

Contact **tickets@ntpa.org** or the production's Front of House Coordinator for assistance. Any applicable difference in ticket price will be disclosed when the exchange is arranged.

Cancelled Performances

If **NTPA cancels a performance**, the purchaser will receive a refund of the ticket price and mandatory ticket charges paid for the cancelled performance.

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Postponed or Relocated Performances

If NTPA **postpones a performance or relocates it to another venue**, the purchaser may receive an NTPA ticket credit for the affected ticket.

NTPA may also allow the original ticket to remain valid for the rescheduled or relocated performance. Instructions will be communicated to ticket holders when practicable.

Late Arrival

A ticket is guaranteed until **15 minutes after the published performance start time**. After that time, an unclaimed seat may be released and sold.

Late arrival does not qualify for a refund.

If seating remains available, late patrons may be admitted at an appropriate break or other time determined by Front of House staff and may be seated in a different location to avoid disrupting the performance.

Some productions have separate cast-family ticket-sale requirements, complimentary-ticket rules, or seating procedures. Those requirements supplement these general terms.

PARTICIPANT AND PATRON CONDUCT

NTPA strives to provide a safe, respectful, welcoming environment for participants, patrons, volunteers, employees, artists, and guests.

All persons attending or participating in an NTPA program or event are expected to follow applicable Codes of Conduct, staff directions, safety requirements, venue rules, and lawful instructions.

NTPA may refuse admission, remove an individual, restrict future attendance, suspend participation, or revoke privileges when reasonably necessary because of:

- Threatening, abusive, discriminatory, harassing, or disruptive behavior;
- Conduct that creates a safety concern;
- Interference with a performance, rehearsal, class, or event;
- Violation of youth-protection policies;
- Intoxication or unlawful activity;
- Unauthorized access to restricted areas;
- Failure to comply with reasonable staff instructions; or
- Other material violations of NTPA policy.

Removal or loss of privileges resulting from misconduct does not create an automatic right to a refund or account credit.

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VOLUNTEER PURCHASES, SALES AND REIMBURSEMENTS

Volunteers making purchases on behalf of NTPA must follow the applicable role handbook and obtain required approval before committing NTPA funds.

NTPA's sales-tax exemption may be used only for qualifying NTPA purchases and may never be used for personal purchases.

Request applicable tax-exemption documentation from **accounting@ntpa.org** and retain itemized receipts.

NTPA may reimburse sales tax paid on an otherwise approved Promotions Coordinator purchase, although coordinators should make reasonable efforts to use NTPA's tax exemption when available.

General non-promotions reimbursement requests should be submitted through the appropriate reimbursement form within **30 days of purchase**. Approved requests are processed according to NTPA's normal payment schedule; allow up to 30 days for processing and payment.

A Promotions Coordinator must submit the promotions reimbursement form and receipts within **30 days after the final performance**. Approved promotions reimbursements are paid by ACH within 60 days of submission.

Promotions Table Rules

A Promotions Coordinator must sign the applicable role agreement before operating a promotions table and must comply with item-approval, merchandise, licensing, accounting, and sales requirements.

All transactions, including cash sales, must be recorded through **NTPA's official Square system**.

Personal payment applications, personal bank accounts, personal card readers, or other unapproved payment systems may not be used for NTPA sales.

Sales conducted outside approved NTPA systems do not count toward reimbursement, tuition credit, or troupe proceeds.

Only adults may handle financial transactions.

Cash, NTPA equipment, inventory, and records must be returned or accounted for as directed in the Promotions Coordinator Volunteer Handbook.

Promotions Coordinator Tuition Credit

To earn a Promotions Coordinator tuition credit, the applicable promotions table must generate at least **$300 of net profit after reimbursable expenses**.

The credit is **25% of revenue after reimbursement**, capped at **$425 or the tuition amount for the promoted production, whichever is less**.

If two coordinators serve, the calculated tuition credit is divided equally between them, subject to the same individual cap.

An eligible credit will ordinarily be applied to the coordinator's ASAP account within 60 days after reimbursement submission.

Promotional Merchandise Restrictions

Promotional products must comply with NTPA licensing, branding, copyright, and merchandise rules.

Recordings of productions and unauthorized use of protected show titles, artwork, characters, logos, or NTPA branding may not be sold.

Raffles, paid-entry drawings, and other games of chance are not permitted at volunteer promotions tables unless specifically authorized by NTPA and legally permitted.

Alcohol arrangements require separate NTPA authorization. Volunteers may not independently sell or serve alcoholic beverages.

Questions regarding uncertain merchandise or activities should be submitted to **showpromos@ntpa.org before an item is ordered or sold**.

FACILITY RENTALS

Facility rentals require a separately signed **NTPA Facility Rental Agreement** and completed event schedule or Exhibit A.

This section provides a general summary for prospective renters. The signed Facility Rental Agreement and specifically approved written variations control the reservation.

A rental is not confirmed until required agreements are signed and NTPA receives the applicable reservation payment.

Renters may use only the approved facility, rooms, dates, hours, activities, and purposes stated in the agreement. Reserved time must include necessary setup and cleanup.

Rentals ordinarily have a three-hour minimum unless otherwise stated in Exhibit A.

For a single event, **50% of rental charges** is ordinarily due upon signing and the remaining balance is due 14 calendar days before the event.

Recurring rental charges for a calendar month are ordinarily due one month before the first reserved date of that month unless Exhibit A provides otherwise.

The agreement will identify applicable rental rates, approved services, deposits, taxes, and additional charges.

Online credit-card and ACH payments are subject to the applicable 3% convenience fee. Checks and money orders are not subject to that fee.

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Security Deposits

When a security deposit is required, NTPA may apply the deposit toward amounts properly due under the agreement, documented damage beyond ordinary wear, excess cleaning, or removal or storage of renter property.

NTPA will provide an accounting and return any unused balance within 30 calendar days after the final reserved date and surrender of the space.

Cancellation

The signed Facility Rental Agreement governs rental cancellations and interruptions.

Unless otherwise provided, either party may give written notice at least 30 calendar days before a future reservation, subject to documented costs and other provisions of the agreement.

Later renter cancellations may result in retention of a reservation payment up to NTPA's actual reasonable loss.

Renter Responsibilities

Renters are responsible for the conduct of their event, guests, participants, vendors, and contractors and must comply with posted occupancy limits, site rules, permits applicable to their activities, and required supervision.

Written NTPA approval is required for alcohol, outside caterers where applicable, unusual equipment or site uses, and activities involving minors when identified in the agreement.

Renters must restore the facility after use and may be responsible for damage, extraordinary cleaning, or unauthorized use.

Renters must provide evidence of event or commercial general-liability insurance when required by the rental agreement, ordinarily with coverage of at least **$1,000,000 per occurrence** and applicable additional-insured documentation.

A renter may not imply that NTPA sponsors, endorses, or presents the renter's event and may not use NTPA names, logos, or trademarks without written approval.

Youth Protection for Renters

Any rental or outside activity involving minors is subject to NTPA's applicable youth-protection and facility-safety requirements.

Depending upon the activity, NTPA may require:

- Appropriate adult supervision;
- Compliance with NTPA youth-protection and conduct standards;
- Background screening of designated adults;
- Restrictions concerning one-on-one contact with minors;
- Emergency and medical contact procedures;
- Controls on access to backstage, dressing-room, or restricted areas; and
- Compliance with applicable mandatory-reporting laws.

NTPA may suspend or terminate an activity when it reasonably believes youth-safety requirements are not being followed.

For rental availability, contact **rentals@ntpa.org** or the NTPA main office.

MEDIA,PHOTOGRAPHY AND RECORDINGS

NTPA develops marketing plans for featured productions and special programs after applicable performance rights are secured.

Featured productions may receive an NTPA-sponsored photo session. General productions ordinarily use promotional images created near or during the technical-rehearsal period or through other approved NTPA activities.

NTPA selects imagery for its own posters, advertising, social media, publications, archives, and promotional materials.

Photography or video created by NTPA staff or authorized photographers during NTPA-sponsored photo sessions, rehearsals, performances, classes, camps, or events may be used by NTPA **consistent with applicable participant registration, media-consent, licensing, and permission requirements**.

For minors, NTPA relies upon the permissions and media selections provided by an authorized parent or guardian through NTPA's registration or consent processes.

Parents and participants may arrange optional personal photo sessions outside NTPA rehearsals and activities where permitted. An independently arranged photo session is not an NTPA-sponsored activity merely because NTPA participants are involved.

NTPA will seek permission before using photographs supplied privately by a parent, participant, or outside photographer unless permission was already granted as part of the submission or applicable agreement.

Production Recording Restrictions

Photography and recording restrictions vary according to the production, venue, performance license, and rights holder.

NTPA staff or designated volunteers may announce or post restrictions before rehearsals or performances.

No person may record a rehearsal or performance, distribute a recording, livestream an event, or post production video publicly unless NTPA has confirmed that the specific activity is permitted under the applicable licensing agreement and NTPA policy.

NTPA may require the removal of unauthorized recordings or other material that violates a performance license, participant privacy, safety requirements, or NTPA policy.

Questions regarding photography, filming, licensing, or media use should be directed to **marketing@ntpa.org**.

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PARENT/GUARDIAN FINANCIAL RESPONSIBILITY AND ACCOUNT ACCESS

NTPA recognizes that families may include separated, divorced, remarried, blended, shared-custody, guardian, and other family arrangements.

For purposes of consistent financial administration and account management, the following standards apply.

Primary Parent/Guardian and Financial Responsibility

The person identified as the **Primary Parent/Guardian** on an NTPA family account is responsible to NTPA for tuition balances, fees, installment payments, and other financial obligations associated with that account unless NTPA has expressly agreed otherwise in writing.

Another parent, guardian, relative, or third party may make payments, but the Primary Parent/Guardian remains responsible for ensuring that required payments are made.

NTPA will not mediate, monitor, divide, or enforce private financial arrangements between parents, guardians, or other family members.

Failure of another person to make an expected payment does not relieve the Primary Parent/Guardian of financial responsibility to NTPA.

Administrative Account Authority

The Primary Parent/Guardian generally controls routine administrative functions associated with the NTPA account, including:

- Billing and payment information;
- Enrollment changes;
- Account credits and adjustments;
- Routine scheduling requests; and
- Authorization for another person to conduct financial or administrative business on the account.

The Primary Parent/Guardian may provide written or documented authorization allowing another person to assist with those functions.

Legal Parental and Custodial Rights

The designation of a person as the Primary Parent/Guardian **is an NTPA administrative and financial designation only**.

It does **not** determine or alter:

- Legal custody;
- Parental rights;
- Conservatorship;
- Court-ordered access to records;

- Emergency authority;
- Authorized pickup rights; or
- Any right established by applicable law or court order.

When NTPA receives a valid court order, custody document, guardianship document, or other legally controlling instruction, NTPA will administer its records and communications accordingly.

Parents or guardians who believe a legal document affects a participant's records, access, pickup authorization, communications, or participation should provide the relevant documentation to NTPA.

NTPA will not interpret or mediate disputes between adults concerning custody or parental rights and may request that the parties obtain appropriate legal clarification.

Privacy

NTPA does not disclose billing information, payment history, private account information, or participant records to unauthorized third parties.

Information may be provided to parents, guardians, or other persons when authorized by the account holder, required by law or court order, necessary for safety, or otherwise permitted under NTPA's Privacy Policy.

MEMBERSHIP AGREEMENT TERMS AND CONDITIONS

Thank you for becoming an NTPA Member. Membership support helps advance NTPA's nonprofit mission and programs.

By purchasing an NTPA Membership, the member agrees to the membership terms applicable to the selected membership level and these Terms and Conditions.

Membership Term and Payment

NTPA Membership is an **annual membership commitment**.

Depending upon the membership option offered, the annual membership fee may be paid:

- In one annual payment; or
- Through **12 monthly installment payments**.

Paying the annual membership fee in installments does not convert the membership into a month-to-month membership.

Membership ordinarily renews annually on the anniversary of the original membership unless cancelled before renewal.

NTPA will provide a renewal notice before the renewal date when required by NTPA policy or applicable law.

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If a valid payment method is maintained on the account, the applicable renewal or scheduled installment may be charged to that payment method. If no valid payment method is available, NTPA may issue an invoice or suspend membership benefits until payment is received.

Membership Benefits

Benefits depend upon the purchased membership level and may include discounted tuition, discounted tickets, complimentary tickets, event access, recognition, or other published benefits.

NTPA may modify membership offerings from time to time.

Material changes to paid membership benefits will generally become effective at the member's next renewal.

NTPA may make changes during an existing membership term when reasonably required by:

- Law or regulation;
- Performance licensing or contractual restrictions;
- Safety requirements;
- Closure or loss of a facility;
- Cancellation or material alteration of a program or event; or
- Circumstances outside NTPA's reasonable control.

When practical, NTPA will provide a reasonably comparable substitute benefit when a material benefit becomes unavailable during an existing term.

Member Voting Rights

Certain NTPA Members may have voting rights **only as provided by NTPA's Bylaws and applicable eligibility, record-date, notice, meeting, and procedural requirements**.

Purchasing or holding a membership does not, by itself, create a right to vote on every NTPA matter.

Voting eligibility and procedures are governed by the NTPA Bylaws and applicable law.

There is no cumulative voting unless authorized by the Bylaws.

Complimentary and Discounted Tickets

Complimentary or discounted tickets are limited to the number, type, value, and eligibility conditions specified for the membership level.

Unless otherwise stated, complimentary membership tickets are intended for the member and the member's immediate family and may not be resold, bartered, or used commercially.

Unauthorized resale, fraudulent use, or material misuse of membership benefits may result in suspension or termination of benefits.

Cancellation and Refunds

A member may cancel future renewal at any time by providing notice before the next renewal date.

Cancellation prevents the next annual renewal but does not ordinarily terminate the financial obligation for an annual membership already purchased, including remaining monthly installments on an annual membership paid through a 12-payment schedule.

Membership fees are nonrefundable for partial or unused membership periods except when NTPA expressly determines otherwise.

Failed Payments

If an annual payment or scheduled installment is declined or cannot be processed, NTPA may suspend membership benefits and discounts until the account is brought current.

The member is responsible for maintaining accurate payment information.

Misuse and Member Responsibility

Membership privileges are personal to the eligible member and household as specified in the membership level.

Fraudulent use of discounts, unauthorized resale or distribution of complimentary tickets, false representations regarding eligibility, or material violation of NTPA policies may result in suspension or termination of benefits without refund.

To the extent permitted by law, a member is responsible for losses, claims, or expenses arising from the member's own fraud, intentional misconduct, unauthorized commercial use of membership benefits, or violation of these Terms.

Nothing in these Terms requires a member to indemnify NTPA for NTPA's own negligence, unlawful conduct, or responsibilities that cannot legally be transferred.

PRIVACY POLICY

NTPA collects information reasonably necessary to operate its programs, services, fundraising, facilities, volunteer activities, and online systems.

Information collected may include:

- Names, addresses, telephone numbers, and email addresses;
- Parent, guardian, household, and emergency-contact information;
- Participant ages, birth dates, program enrollment, and scheduling information;
- Payment and transaction records;
- Donation and membership information;
- Volunteer information;
- Accommodation, health, allergy, or safety information voluntarily provided for participation;
- Media permissions;
- Communications with NTPA;
- Website and online-service usage information; and
- Other information necessary to administer a specific activity.

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How NTPA Uses Information

NTPA may use information to:

- Register and administer programs;
- Process payments, donations, memberships, and ticket transactions;
- Communicate regarding rehearsals, performances, classes, events, donations, and volunteer activities;
- Maintain safety and emergency information;
- Provide accommodations;
- Maintain legally or operationally necessary records;
- Prevent fraud or misuse;
- Improve programs and services;
- Conduct fundraising and supporter communications; and
- Analyze participation and organizational performance using aggregated or de-identified information where practical.

Service Providers

NTPA may share information with service providers that help NTPA operate its activities, including payment processors, registration and ticketing systems, email or communications platforms, background-screening providers, technology providers, accountants, insurers, professional advisers, and other vendors performing services for NTPA.

Those providers receive information only as reasonably necessary for the applicable service or as otherwise permitted by law.

NTPA does **not sell, trade, or rent personal information to other organizations for their independent commercial marketing purposes**.

Information may also be shared:

- At the direction or with the consent of the individual or authorized parent/guardian;
- With an organization designated to receive a contribution when that sharing is disclosed as part of the transaction;
- When required by law, subpoena, court order, or governmental authority;
- When reasonably necessary to protect a person's safety or NTPA property or operations; or
- In connection with professional legal, insurance, audit, or compliance requirements.

Payment Information

Electronic payment information is generally processed through third-party payment systems. NTPA personnel should not request that patrons transmit complete credit-card or banking credentials through ordinary email.

Website, Cookies and Analytics

NTPA websites and online services may use cookies, analytics tools, log information, or similar technologies to maintain website functionality, understand usage, improve services, and support communications.

Third-party services accessed through an NTPA website may have their own privacy practices.

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Facility Hours: 8am – 10pm | Business Office: 8am – 5pm
Phone: 972.422.2575 | Accounting: 469.661.0907
customerservice@ntpa.org | accounting@ntpa.org | ntpa.org

Communications

NTPA may send operational communications necessary for participation, as well as program, membership, fundraising, or supporter communications.

Recipients may use available unsubscribe methods for optional marketing communications. Certain administrative, transactional, safety, or program communications may still be sent when necessary.

Children

Parents and guardians should provide information concerning children through NTPA's approved registration, consent, scholarship, safety, or program processes.

Children under age 13 should not independently submit personal information through NTPA's general website without parent or guardian involvement.

Records Retention and Requests

NTPA retains records for periods reasonably necessary for operational, financial, insurance, safety, contractual, donor, and legal purposes.

Requests to correct or delete personal information may be submitted to **info@ntpa.org**. NTPA will consider the request subject to records it is legally, contractually, financially, or operationally required to retain.

Security

NTPA takes reasonable administrative, technical, and physical measures to safeguard information in its care. No organization or online system can guarantee absolute security.

Questions concerning privacy may be directed to **info@ntpa.org**.

ACCESSIBILITY AND ACCOMMODATIONS

NTPA seeks to make its programs, performances, facilities, and communications accessible to participants and patrons.

A person who requires a reasonable accommodation or who experiences a barrier to participation should contact NTPA as early as practical at **feedback@ntpa.org**.

NTPA will work in good faith to evaluate reasonable accommodation requests based upon the individual circumstances, available resources, program requirements, safety considerations, and applicable law.

Requests concerning accessible seating for a performance may also be directed to **tickets@ntpa.org**.

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SAFETY AND REPORTING CONCERNS

NTPA is committed to maintaining a safe environment for children, participants, patrons, volunteers, and employees.

If you see, experience, or suspect:

- Improper conduct involving a child;
- Abuse or neglect;
- Harassment;
- Bullying;
- Retaliation;
- A privacy or boundary violation;
- Unsafe conduct;
- Discrimination;
- Threatening behavior; or
- Other serious inappropriate conduct,

please contact the **NTPA Safety Hotline at 469-498-2003, email BeSafe@ntpa.org**, or use NTPA's incident-reporting process.

Good-faith safety reports are encouraged. NTPA prohibits retaliation against a person for making a good-faith report or participating honestly in a safety review.

Reporting a concern to NTPA does not replace contacting law enforcement, Child Protective Services, emergency services, or another governmental authority when required by law or appropriate to the circumstances.

In an emergency or when there is an immediate threat to safety, call **911**.

FORCE MAJEURE AND EVENTS BEYOND NTPA'S CONTROL

NTPA programs and events may occasionally be affected by circumstances outside NTPA's reasonable control, including severe weather, utility failure, fire, facility damage, governmental orders, public-health emergencies, transportation interruption, acts of God, labor interruption, performance-rights restrictions, acts or threats affecting public safety, or loss of access to a venue.

When reasonably possible, NTPA may respond by rescheduling, relocating, modifying, substituting, postponing, or cancelling the affected activity.

The specific refund, credit, or rescheduling provisions applicable to tuition, tickets, memberships, or rentals will govern the financial treatment of the affected transaction.

NTPA is not responsible for indirect expenses incurred by patrons or participants, such as travel, lodging, meals, transportation, or other personal expenses, unless NTPA specifically agreed in writing to assume those expenses.

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GOVERNING LAW

These Terms and Conditions are governed by the laws of the **State of Texas**, without regard to conflict-of-law principles.

Nothing in these Terms limits a right or remedy that cannot legally be waived.

SEVERABILITY

If any provision of these Terms and Conditions is determined to be invalid, illegal, or unenforceable, the remaining provisions will continue in effect to the fullest extent permitted by law.

A provision that can lawfully be enforced in a narrower form will be interpreted and applied to the extent legally permissible.

CONTACT US

North Texas Performing Arts headquarters serves all NTPA locations and troupes.

North Texas Performing Arts
The Shops at Willow Bend
6121 W. Park Blvd., Suite B216
Plano, TX 75093

Main Office: 972-422-2575

Business Office Hours:
Monday-Friday, 8:00 a.m.-5:00 p.m.
Closed weekends and major holidays.

Facility and performance hours vary. Patrons should confirm the performance venue and time shown on their ticket or program information.

Contact Directory

Scholarships: *scholarships@ntpa.org* | **Enrollment and Billing:** *customerservice@ntpa.org*
Suggestions, Complaints and Accessibility: *feedback@ntpa.org* | **Marketing and Media:** *marketing@ntpa.org*
Fundraising and Memberships: *development@ntpa.org* | **Tickets and Streaming:** *tickets@ntpa.org*
Safety and Security Registration: *badges@ntpa.org* | **Safety Concerns:** *BeSafe@ntpa.org / 469-498-2003*
Volunteer Reimbursement and Tax-Exempt purchasing: *accounting@ntpa.org*
Volunteer Promotions: *showpromos@ntpa.org* | **Rentals, Privacy and General Inquiries:** *info@ntpa.org*

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NTPA LOCATIONS

PLANO
Willow Bend Center of the Arts
6121 W. Park Blvd., Suite B216
Plano, TX 75093

FAIRVIEW
302 Town Place
Fairview, TX 75069

FRISCO
6500 Preston Rd., Suite 101
Frisco, TX 75034

DALLAS
12300 Inwood Rd., Suite 112
Dallas, TX 75244

GRAPEVINE
1040 Mustang Dr.
Grapevine, TX 76051

Because NTPA facilities may change, patrons should verify the current location of a class, production, performance, or event at the time of registration or ticket purchase.