

Dear Group Booker,

Many thanks for your recent booking.

We are looking forward to welcoming you all to Theatre Royal Winchester to enjoy a performance with us.

Reservations

We will be delighted to reserve tickets for your group and are able to offer group discounts for most performances. Please let us know if any of your group require a wheelchair space or have any additional access needs when making the reservation. Once received we will confirm the reservation and email an invoice to you. During the reservation period if your group size changes and you need to amend your reservation then please let us know and we will do our best to accommodate you. We will then send you an updated invoice.

For most performances we will require payment at least 28 days prior to the performance by either BACS or credit/ debit card over the telephone. (this may differ for some performances and for our annual pantomime). Once you have paid we are unable to refund tickets as outlined in our Terms and Conditions.

<https://www.theatreroyalwinchester.co.uk/terms-conditions/>

If you are still unsure of numbers or are still collecting money from members of your party when it comes time to pay then please do contact us to discuss the situation further.

Tickets

Once payment is received tickets can be emailed to you, collected from the Box Office either before or on the day of the show or posted out to you. (for an additional charge).

We usually issue school group tickets in the form of a seating plan which can be emailed to you prior to your arrival. Our ushers will be happy to assist you in taking your seats on the day. Please let us know if your school group will be arriving individually and we will be more than happy to issue individual tickets for you to distribute.

Booking alterations

If you need to alter your booking either in terms of numbers or if the access needs of anyone in your group changes, then please contact the Box Office as soon as possible to discuss either via email (boxoffice@playtothecrowd.co.uk or **01962 840 440**)

Prior to your visit

- Please speak to the Box Office if you would like to book a site familiarisation visit to show you around and to answer any questions that you may have prior to your visit.
- We can provide a visual story tool to anyone feeling curious or anxious about visiting the theatre. Please let our Box Office know if you would like to receive this.

Performance running times

We may not know the running time at point of booking but we can inform you in advance of your visit about the approximate running times of a performance. Please see our website for details or contact our Box Office to request this information.

Pre- booking ice creams

Ice creams can be pre-ordered at a special rate through the Box Office. These will need to be paid for prior to your arrival at the theatre. These will be brought directly to your seats during the interval.

Drinks, ice creams and refreshments can be bought when you arrive at the theatre from our cafe bar. Ice creams will be sold within the auditorium during the interval (cash payments only.)

Please note that we are unable to take payment from prepaid cards designed for young people and vulnerable adults. These cards block transactions from retailers who are classified as selling goods intended for adults. As we are a licensed bar, we fall into this category. It may be advisable for those in your party with prepaid cards to bring a small amount of cash with them to avoid disappointment.

If you have a large school booking and wish to enjoy your packed lunches at Theatre Royal Winchester please let us know / for schools travelling long distances we can, by prior arrangement, organise an area for packed lunches. (1 school per performance)

Arriving at the Theatre

Theatre Royal Winchester is situated on Jewry Street SO23 8SB.

Please arrive at least 30 minutes before the performance begins to give your group enough time to use the facilities and get to their seats.

The nearest car parks are:

- Jewry Street Car Park - Jewry Street, SO23 8RY - 44 spaces - (2 min walk)
- Tower Street Multi storey - Tower Street, SO23 8TA - 515 spaces (5 min walk)

Winchester Park and Ride Service

If you are attending a morning or afternoon performance we recommend that you use the [Winchester Park & Ride](#).

Please note the Park and Ride car parks are available for use 7 days a week, but the bus service currently operates Monday to Saturday only. There are no buses on Sundays or public/bank holidays.

For more information on Winchester's public car parks, visit [Parking and Car Parks](#) on the Winchester City Council website. (www.winchester.gov.uk/parking)

Accessible/ disabled parking

Disabled parking spaces are available within all the City Centre car parks.

You are welcome to pull in beside the Theatre to drop off members of your party prior to finding a parking space.

Incorporating

**THEATRE
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PLAYMAKERS

Play to the Crowd is an Arts & Education Charity, registered in England.
Company No 03696681. Charity No 1077139. VAT No 744 8764 89.

Coach Parking

Coaches and minibuses can pull in to drop off your group outside The Arc on Jewry Street. (This is the building next door to the theatre.) For school groups a member of our Front of House staff will come out and meet you to assist you in getting your group inside the theatre. The coach can meet you there after the performance.)

Parking for coaches is available at Worthy Lane coach park. (SO23 7AB). The coach park is pay and display.

Latecomer policy

Latecomers or those wanting to be re-admitted cannot be guaranteed access to the auditorium until a convenient break in the performance and may not be sat in their original seat. This is at the discretion of the performing company.

If one of your group is arriving late for the performance then please let the Box Office know.

Facilities in theatre

- Level access toilets (including baby change facilities) can be found at either end of the main foyer
- There are toilets on the lower floor and at the circle level
- There is a lift available to the circle level
- Infra-red hearing enhancement system in the auditorium. Headsets are available free of charge, please ask at the Box Office before the performance.
- Walkers/ mobility frames/ pushchairs/ wheelchairs (if a customer is transferring to one of our seats) can be left in the foyer area during the performance. This is to ensure the fire exits remain clear.
- During family performances we live stream the show to a screen in the Circle bar in case anyone needs to take time out of the auditorium.
- Assistance dogs are welcome in all areas of the building.

During your visit

Any children or vulnerable adults visiting Theatre Royal Winchester as part of your group will need to be accompanied at all times. In situations where any member of your group will be collected from the Theatre (eg a parent or carer collecting a child) it is your responsibility to supervise them until they are collected.

If you wish to raise any questions or concerns, then please do not hesitate to speak to the House Manager or a member of our Front of House Team who will be happy to assist you.

First Aid

First Aiders are on duty at all performances. If you require assistance please speak to a member of Front Of House staff who will contact the duty first aider.

Any further questions

If you have any further questions then please telephone the Box Office on 01962 840 440 or email Julie, our sales and audience experience manager, at julie@playtothecrowd.co.uk or boxoffice@playtothecrowd.co.uk

Enjoy the show!

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