

## Booking Information for School Groups

Please find below some information to assist you with making a group booking at Theatre Royal Winchester. If you have any further queries please do not hesitate to contact us.

### How to book tickets

Group bookings are made directly with our Box Office team. They can be contacted:

Telephone: 01962 840 440  
In Person: Theatre Royal Winchester, 21-23 Jewry Street, Winchester SO23 8SB  
Opening Times: Monday - Saturday 10am - 5pm

The Box Office remains open on show days until 15 minutes after performance begins. For performances on Sundays the Box Office will open at least 1 hour before show starts.

### Booking process

- School groups are welcome to make reservations and don't need to pay for tickets straight away. Initial reservations can be made via our Box Office team.
- Upon confirmation we will then invoice the school directly. Please advise of school's finance contact when booking.
- Payment to be received at least four weeks prior to the performance date. If reservations are cancelled, or reduced in numbers less than four weeks prior to the performance / event booked, a charge of 50% of the total value will be made.
- Payment is to be made via BACS.

### Ticket prices

- Our group ticket prices are listed on the website for selected shows. Where no groups price is shown the standard concession price applies.
- We offer one free teacher ticket for every 8 tickets purchased.
- Under 16s must be accompanied by an adult.
- A number of our performances offer free post show chats with the company. To enjoy these audience members simply remain in the auditorium seats after the show. Post show chats are detailed in the brochure and on our website.
- The show running time can be found on our website or via our Box Office team.

### **Ticket collection**

- Tickets can be sent to the school, after payment has been received, at a cost of £1 or they can be collected from Box Office at any time before the performance starts.
- On arrival school groups will be handed a seating plan of their booked tickets. Our Duty Manager and ushers will assist to ensure a smooth entrance into the auditorium and into the correct seats.

### **Pre-ordering drinks, ice creams and pantomime programmes**

- On booking, we also offer schools the opportunity to pre-order drinks, ice creams and pantomime programmes at a discounted rate. These additions will be invoiced directly to the school. Pre-ordering not only allows groups to access a discounted price but it will save queuing on arrival.
- The pre-order form will be emailed to the group booker with their ticket reservation details.

### **Packed lunches**

- Schools are welcome to bring packed lunches. We can assign an area of the foyer for each group to eat in. Please contact our Front of House Duty Manager Shian Hunter (contact details below) to arrange this ahead of your performance date.

### **How to get here**

- We are situated in Winchester city centre on Jewry Street. Travelling on the M3 from Southampton take Exit 11, travelling from Basingstoke and London take Exit 9 and follow signs to the city centre.
- Our postcode for Sat-nav users is SO23 8SB.

### **Coach drop-off point**

- The coach drop-off point is in front of the Winchester Discovery Centre, next to the theatre on Jewry Street. On arrival let our Box Office team know you are here and one of our team will help to escort the group to the theatre, going via Winchester Discovery Centre's paved square to avoid walking along the road.
- Please note if attending a daytime performance of our pantomime please allow additional travel time to allow for Christmas shopping traffic.

### **First aid**

- First aiders are on duty at every performance. Please contact a member of the Front of House team should anyone in the group require a First Aider.

## Access services and facilities

Please find below details of our access services and facilities. Please inform our Box Office of any access requirements the group may have when booking.

- Our level access toilet is situated next to the bar.
- Hearing impaired: We have an Infra-red hearing enhancement system in the auditorium. Headsets are available free of charge from the Box Office. Headsets cannot be reserved, they are on a first come, first served basis. Please contact the Box Office for further information.
- Wheelchair users: We have a number of wheelchair spaces in the stalls. One ticket can be purchased at 50% discount for an essential companion accompanying a wheelchair user.

## Access Performances

We offer a number of access performances throughout our programme. Details can be found on our website or in the performance diary at the back of the brochure.

- Relaxed performances: These performances welcome individuals, groups and families with children on the autistic spectrum, sensory and communication disorders, a learning disability or anyone who may be afraid of the dark. Relaxed performances have an informal atmosphere and allow people who may need to move around, make a noise or take a break, the chance to see a show without worrying. The auditorium lights will be brighter and adjustments will be made to the show such as the removal of loud noises and bright, flashing lights. For relaxed performances a live relay of the performance will be shown on a TV screen in the circle bar to allow audience members to watch the show in a calmer, safe environment.
- We can provide our visual story to anyone feeling curious or anxious about visiting the theatre. Please let our Box Office know if you would like to receive this.
- Audio-described performances and Touch Tours for our visually impaired audiences: Audience members can listen to a narrator describing the action on stage between the dialogue via a set of headphones. Touch Tours take place ahead of the audio-described performances and allow the audience members to visit the set and feel the props to familiarise themselves ahead of the show. Touch Tours take place 1 hour before the performance time.
- BSL interpreted performances for our deaf and hearing impaired audiences: During these performances a British Sign Language interpreter stands at the side of the stage, clearly visible to the audience, and interprets the spoken word and sound effects.

## **Visit to the theatre ahead of the performance**

- You are welcome to visit the theatre ahead of the performance date to see the layout, auditorium and ask any questions you may have about your visit. Please schedule a visit time with Shian Hunter.

If you have any further questions about making a group booking please contact our Front of House Duty Manager, Shian Hunter or our Box Office team.

T: 01962 840 440

E: [shian@playtothecrowd.co.uk](mailto:shian@playtothecrowd.co.uk)

## **Playmakers**

If you would like more information on schools' workshops, visits, tours or other engagement opportunities please contact our Playmakers team or visit [playmakers.org.uk](http://playmakers.org.uk).

Jo Wright, Playmakers Director

T: 01962 673 749     E: [jo@playtothecrowd.co.uk](mailto:jo@playtothecrowd.co.uk)

Kat Henderson, Engagement Producer

T: 01962 673 751     E: [kat@playtothecrowd.co.uk](mailto:kat@playtothecrowd.co.uk)

Chanele Sillince, Youth & Community Co-ordinator

T: 01962 673 748     E: [chanele@playtothecrowd.co.uk](mailto:chanele@playtothecrowd.co.uk)

We look forward to seeing you soon!