

# CUSTOMER FAQ - PANTO 2020

## HOW LONG IS RAPUNZEL?

The show will be around 90 mins long with no interval. You may leave your seat to use the facilities during the show.

## HOW DO I BOOK FOR MORE THAN 6 PEOPLE?

If you need to book for more than 6 people you can do so online. Our seating plan is fixed and socially distanced for safety - we cannot move seats to accommodate larger groups sitting together. You will see what seats are available on our colour-coded plan, and your party will need to split themselves across the fixed seating pods available.

## WILL THE AUDIENCE BE SOCIALLY DISTANCED?

Patrons will be given staggered arrival times to avoid congestion in the foyer. It won't be possible for groups to wait / collect inside, as all chairs and tables have been removed to allow for our new one-way system. Inside the auditorium all seating is clearly marked as socially distanced for the safety of all visitors.

## WHAT IS THE AUDIENCE LIMIT PER SHOW?

We have socially distanced seats available for up to 270 audience members for each showing of Rapunzel.

## DO WE HAVE TO WEAR MASKS?

Following current government guidelines face coverings will need to be worn by adults and children over the age of 11. We will keep you informed if this changes at all.

## **WHAT HYGEINE MEASURES ARE IN PLACE?**

**We are taking great care to keep our audience as safe as we can. Measures include: requesting our patrons wear face coverings, providing a range of hand sanitising stations across the venue, and encouraging patrons to wash their hands regularly. Staff and signage will provide regular reminders to socially distance and the auditorium will be deep-cleaned after every performance.**

## **WILL I BE ABLE TO BUY MERCHANDISE?**

**Yes, we will have a merchandise stall available as part of the one-way system in the venue. Before you take your seats you will have the opportunity to purchase merchandise.**

## **CAN I BUY FOOD & DRINK AT THE THEATRE?**

**The cafe will not be open during panto - this is to avoid crowding in the foyer for patron safety. Instead you can pre-order your sweets and snacks by calling the Box Office on 01474 337 500. You can also pre-order your catering choices online when booking your tickets.**

## **CAN I BUY TICKETS ON THE DOOR?**

**Unfortunately we are not able to sell tickets on the door this year. All tickets are pre-book only - either online or over the telephone.**

## **MY CHILD IS UNDER 2, DO THEY NEED A TICKET?**

**Yes, you will need to book a free 'babe in arms' ticket for your child before bringing them into the venue, this can be arranged via the Box Office.**

## **WHAT HAPPENS IF THE PERFORMANCE IS CANCELLED?**

**You will be entitled to a full refund if your pantomime showing is cancelled. The Box Office will contact you in the event of a show cancellation.**

## **WHAT HAPPENS IF SOMEONE IN OUR PARTY FALLS ILL?**

**If you are unable to attend your performance due to sudden illness you will be able to seek a refund. Please contact the Box Office to let them know you won't be attending and they will also assist with your refund.**

## **ARE YOU DOING CHARITY COLLECTIONS AFTER THE SHOW?**

**Unfortunately there will be no charity collections after the shows this year. It is also not possible for us to offer meet and greets with the cast due to Covid-19 safety guidelines.**

## **ARE CHILDREN ALLOWED UP ON STAGE?**

**Unfortunately due to social distancing measures, children will not be allowed up on stage this year.**

## **WILL THE PANTO BE INTERACTIVE?**

**Yes! Although due to Covid-19 it will be slightly different from previous years. The show will still be interactive and full of the pantomime fun and magic we all know and love.**

## **FURTHER QUERIES:**

**Please contact our Box Office on 01474 337 500**

**Lines are open Monday to Saturday 10 am - 2pm**

**Lines may be busy during this time, please keep trying!**

