

PERFORMANCE START AND FINISH TIMES

Performance times are published on our website www.trch.co.uk. Please contact the Group Sales Team on 0115 721 0622 if you have a query about start or finish times.

COACH DROP-OFF

In order for students to be safely dropped off at the venue by coach please use the lay-by outside the Royal Concert Hall on South Sherwood Street. Please note that this is a 'no waiting' area so your coach driver will need to park elsewhere.

ARRIVAL TIME

Please arrive at the Theatre Royal and Royal Concert Hall at least 15 to 20 minutes before the start of the performance so that you can be seated in plenty of time.

CONDUCT AND BEHAVIOUR

We ask that everyone who visits the Theatre Royal and Royal Concert Hall is mindful of the people around them, so that everyone can enjoy the performance.

- During performances please keep all mobile phones completely switched off, as the making and answering of calls, as well as texting, and the taking of photos is distracting to both the cast on stage and other audience members.
- Please keep the unwrapping and eating of confectionary to a minimum.
- Please refrain from having conversations during the performance and keep trips from your seat to the foyer areas to the minimum.

CONCERNS ON THE DAY

We hope you enjoy every aspect of your visit to our venue. If you have any questions or concerns during your visit, please speak to a member of our Front of House team who will be happy to help. If you have any feedback following your visit, please contact David Longford our Creative Learning Manager on 0115 989 5531 or david.longford@nottinghamcity.gov.uk.

HEALTH AND SAFETY & RISK ASSESSMENT INFORMATION

- The Theatre Royal and Royal Concert Hall follows all Health and Safety procedures and guidance given by the City of Nottingham Safety Advisors Unit.
- All relevant insurance requirements are held by the City of Nottingham.
- The Theatre Royal and Royal Concert Hall holds building, entertainment and cinema licences requiring regular inspections by licensing and fire authorities.
- Automatic fire detection equipment is fitted throughout the building with a direct link to the Fire and Rescue Service.
- Members of the Theatre Royal and Royal Concert Hall staff who are trained in First Aid procedures are on duty at all performances and can be contacted via the Front of House team inside the auditorium and foyer areas.
- Trained staff are on duty at all performances to lead any evacuation in case of emergencies. The assembly point for members of the audience in the case of evacuation is South Sherwood Street, between the Guildhall and the University Newton Building.
- The health and safety of school groups and other members of the audience is also reliant on good behaviour by the students and adequate supervision at all times. Your co-operation with this is greatly appreciated.
- Both buildings have multiple fire exits leading from both sides of all levels.

ACCESS INFORMATION

Theatre Royal

- Our Access Information Desk is situated in the stalls foyer.
- Level access to the stalls seating area is available from South Sherwood Street through the stalls bar area and ramped access is provided through one of the front entrance doors.
- There is a lift providing access to all foyer levels. There is wheelchair seating on the stalls and dress circle levels.
- Please note access to the balcony is via a small number of stairs and the seating is high and steeply raked.

Royal Concert Hall

- Level access is available to the box office and ramped access is provided to the stalls level foyer and stalls seating from Burton Street.
- A lift is available to all levels. There is wheelchair seating on the stalls and Tier 1 levels.
- Tier 1 and Tier 2 seating involves some stairs inside the auditorium. Please note that the Tier 2 is high and steeply raked.

Hearing Assistance

We offer an infra-red Sennheiser transmission system to relay sound to customers with impaired hearing. Headsets and neck loops are available free of charge from our foyer Access desks.

Relaxed Performances

Our Relaxed Performances are specially adapted for customers on the autistic spectrum and those with a variety of special needs.

If you require any further information about any of the services we offer for customers who are disabled or have special needs please contact the Group Sales Team on 0115 721 0622.

CREATIVE LEARNING

The Theatre Royal and Royal Concert Hall has an active Creative Learning programme to enhance some of the shows that visit us. For more information please contact David Longford our Creative Learning Manager on 0115 989 5531 or david.longford@nottinghamcity.gov.uk

CONTACT US

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