

Welcome

Thank you for booking to see a performance at Theatre Royal Bath. We hope that you and your group enjoy your visit.



Main House

Payment

Payment due dates

Once you have made a reservation, payment dates will be agreed with the Box Office (usually about four weeks). If full payment has not been received before or by the agreed date and no contact made then tickets are automatically released for resale.

If you have any problems please email boxoffice@theatreroyal.org.uk.

Where to pay

Please make BACS payments to:

Barclays, Southgate

Sort Code 20-05-38

Account Number 50103586 or

Remittance to: boxoffice@theatreroyal.org.uk

or Cheques are to be made out to The Theatre Royal Bath Ltd.

Before arrival

Tickets

It may be easier to distribute your tickets amongst your party before you arrive, as our Main House and Ustinov foyers are small. The Egg Theatre's Café is a larger space where parties can wait more comfortably.

All tickets must be shown on entry. If it is not possible to print and distribute e-tickets to all members of the group please ensure that the person at the head of the party has all the tickets for their group in an easily readable format as they will need to show them on their seating level.

Note: Please be aware of gaps in seating for aisles. Seating plans can be downloaded online [here](#).

Running times

For running times and interval information please contact Box Office on **01225 448844** the week before your visit. Or check online at www.theatreroyal.org.uk

 TheatreRoyalBath  @TheatreRBath  @theatreroyalbath1805

Arrival

On arrival please make yourself known to the Front of House staff who will happily direct you to your seats, and help ensure your party are sitting in the correct seats.

For supervising teachers or adults we encourage one teacher or adult to every nine students, however we recognise you may have your own ratios. This might also be the best time for toilet breaks before the performance.

In the auditorium

The auditoria usually open 30 minutes prior to the start of the performance for the Main House, opening times for The Ustinov and The Egg times may vary. The performance time on your ticket is when the performance will start.

What if we arrive late?

Every production has a different latecomer policy and this is set by the Production Company. If you are running late please call **01225 448844** or the stage door on **01225 448815** and we will do our best to accommodate you within these guidelines.



To ensure that all audience members enjoy the live performance, please kindly make the following considerations: We ask that all mobile phones and electronic equipment are turned off. Photos & recordings of the stage or performers are not permitted in any theatre auditoria.

How to find us

The Theatre Royal Bath is located on Sawclose between Barton Street and Monmouth Street in central Bath, **BA1 1ET**.

The Theatre Royal site comprises: The Main House theatre, Ustinov Studio theatre, The Egg theatre, The Egg café, The Garrick's Head pub and the 1805 rooms.



THEATRE
ROYAL
BATH

Car \ Coach

Parking

Parking is limited in the immediate vicinity of the Theatre. The nearest large car park is Charlotte Street which is less than 10 minute walk away via Queens Square. There is also a large underground car park at Southgate Shopping Centre.

Coach Drop off

Coach drop off is available at Queen Square by the Francis Hotel.

NOTE: Sawclose is now pedestrianised for large parts of the day so access via road for vehicles may be unavailable.

Public transport

Bus & Train

The Bath Spa train and bus stations are a brisk 10 minute walk (or short taxi ride away).

With the Southgate Centre to your left, walk straight up Manvers Street. Just after the Abbey, turn left into Cheap Street/Lower Borough Walls. At the end of the road, turn right onto Barton Street and Theatre is a few paces up and on your left.

Bar and café

Bar, Café & Ice Creams

It is recommended that large groups who wish to have drinks in the interval, order before the performance begins. Orders can be placed on arrival in all Main House and Ustinov Studio bars and in The Egg café. In the Main House, drinks, ice creams and confectionery may be pre-ordered via the online order system QR code.



NOTE: All Bars and sales points are CASHLESS. Some Children's cards (e.g. GoHenry) may be declined as we are a licensed premises. Please make the Mr Yum online order QR code available to students or guardians of school parties/childrens' groups to enable pre ordering.

Lunches

School Lunches

Unfortunately our foyers in the Main House and Ustinov Studio are not large enough for us to allow school groups to reserve an area for lunch. If it's warm, there is plenty of outdoor space nearby in Queen Square.

If visiting The Egg, the café is large but open to the public so no guarantee of space. We may be able to offer space for you to eat your packed lunch in our top floor workspace, contact schools@theatreroyal.org.uk to check availability.

 TheatreRoyalBath  @TheatreRBath  @theatreroyalbath1805

Main House and Ustinov Box Office: **01225 448844** The Egg: **01225 823409** www.theatreroyal.org.uk

Risk Assessment

Before your group visit, your organisation may wish to conduct its own risk assessment. While the Theatre cannot write a risk assessment for you, we can help with information you may feel is relevant.

For support in writing risk assessments for your visit, please call **01225 823452**. Schools can email **schools@theatreroyal.org.uk** for any enquiries.



THEATRE
ROYAL
BATH

Consideration

We expect all our visitors to be considerate of others, if you have any concerns please contact a member of staff immediately. The Theatre operates a zero tolerance policy in situations of verbal or physical abuse towards staff. Terms and conditions apply.

Access facilities

Our aim is to make everyone feel welcome at the Main House, Ustinov and The Egg.

Toilets

There are adapted toilets located across our three auditoriums, which include wheelchair access and baby changing facilities.

Wheelchair

Main House: There are up to 8 wheelchair spaces located on the Stalls and Royal Circle levels.

Ustinov Studio: There are up to 2 wheelchair spaces available at Stalls level. These can be booked from Box Office on **01225 448844**.

The Egg: There are up to 8 wheelchair spaces available – 4 on each side of the auditorium. These can be booked in advance by phoning The Egg reception on **01225 823409**.

Infra-red Hearing Enhancement

If you find it challenging to hear the dialogue during the performances, we have infrared headphones available free of charge from any of the Theatre bars to increase the dialogue level for you. Please note, there is no hearing loop accessible via patrons' own hearing aids.

Further Information

A sound proof viewing gallery can be found in The Egg theatre for any reason you may have to leave during a performance. The Main House has a TV monitor in the Royal Circle bar on which the Main House performances can be viewed. The Ustinov Studio has a TV monitor in the foyer on which performances can be viewed.

If you have any concerns or particular access needs our Box Office team are here to help in any way they can on **01225 448844** or **BoxOffice@theatreroyal.org.uk**

 TheatreRoyalBath  @TheatreRBath  @theatreroyalbath1805

Main House and Ustinov Box Office: **01225 448844** The Egg: **01225 823409** **www.theatreroyal.org.uk**