

## School Guidance Notes

### Performance Start and Finish Times

Performance times are published on our website. Please contact the Group Sales Team on 0115 989 5555 if you have a query about start or finish times.

### Coach Drop-off

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

Please be 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

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 Rebecca Morris our Heritage and Learning Partnerships Manager on 0115 989 5531.

### 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 licenses 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 always also reliant on good behavior by the students and adequate supervision. Your co-operation with this is greatly appreciated.
- Both buildings have multiple fire exits leading from both sides of all level

## 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 989 5555 or email [group.sales@nottinghamcity.gov.uk](mailto:group.sales@nottinghamcity.gov.uk).

### 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 please contact Rebecca Morris our Heritage and Learning Partnerships Manager on 0115 989 5531.

## FAQS

- 1. I am bringing a coach party from a school, where is the safest place to drop off/pick up?**  
There is a layby ideal for dropping off situated in front of the Royal Concert Hall. Both the Theatre Royal and Royal Concert Hall are accessible within a short walking distance from here. Coaches cannot wait in the layby during the show, but they are able to collect your party from there.
- 2. I am thinking about booking tickets for a school group, what number do I need to contact?**  
For all school bookings please call 0115 989 5555 or email [group.sales@nottinghamcity.gov.uk](mailto:group.sales@nottinghamcity.gov.uk)
- 3. I am interested in education show workshops, where can I find information about these and who do I need to contact?**  
All workshops related to shows are listed on the show pages, if you can't find what you're looking for or would like to make an enquiry please contact our Learning Partnerships Team.

**4. Our school party may need to eat lunch in the building, is there a space we can use?**  
We will always try and accommodate schools with this request, please contact us in advance.

**5. Some of my students are anxious about attending the theatre, is it possible to arrange a familiarisation visit before we come?**

Yes, no problem at all. Please contact us on [trch.access@nottinghamcity.gov.uk](mailto:trch.access@nottinghamcity.gov.uk)

**6. Do you have a Visual Story for the Theatre Royal or Royal Concert Hall?**

Yes, we do. Separate Visual Stories are available for both the Theatre Royal and Royal Concert Hall.

[Theatre Royal Visual Story](#)

[Royal Concert Hall Visual Story](#)

**7. Do you have wheelchair spaces available in the Theatre Royal and Royal Concert Hall?**

Yes, we do, please let our Box Office know when booking your tickets if you require a wheelchair position.

**8. Do you do backstage tours for schools?**

Yes, we do, please contact the Learning Partnerships Team for more information.

**9. My class are really interested in learning more about theatre history, are we able to come and visit?**

Of course, please contact the Learning Partnerships Team for more information on how we tailor your visit.