

**DERBY  
THEATRE**



*Jungle Book, April 2019, Robert Day*

# **SCHOOL / GROUP BOOKING PACK 2021**

**Thank you for booking with Derby Theatre. Please allow time to read the following pack which will provide you with information about your visit.**

**We are looking forward to welcoming you to our building and we hope you enjoy the show.**

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**For the safety, wellbeing and enjoyment of all groups and their leaders can you please ensure that you read all pages in this booklet.**

Group bookers responsible for children, young people or vulnerable adults are advised to undertake a risk assessment of their theatre trip prior to attending. We cannot complete Risk Assessments on your behalf but if you would like to make an appointment to visit us, in order to complete your risk assessment paperwork, please contact our Front of House Manager on 01332593948.

## **Details of Public and Products Liability Insurance**

Certificate No: Y016458QBE0121A/069

Provided by: U.M. Association Limited and Excess Cover Providers led by QBE Insurance (Europe) Limited.

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# BUILDING LAYOUT

## UPPER FOYER:

- Main Auditorium
- Bar  
(Please Note: this will not be open during schools performances)
- Interval Bar / Bistro
- Foyer Sales Point  
(Please Note: this may only be open in the interval of schools performances)
- Gents/Ladies Toilets
- Accessible Toilets
- Lift to Lower Foyer (Level 1), Basement (Level 0)
- Coach Drop Off Point C and Access Ramp



## LOWER FOYER:

- Café
- Box Office
- Gents/Ladies Toilets
- Accessible Toilets
- Lift to Upper Foyer (Level 2), Basement (Level 0)
- Exit in to Eagle Market / Intu Derby



## BASEMENT / TRAFFIC STREET:

- Studio Theatre
- Derby Theatre Car Park – Access to Lower Foyer
- Intu Car Park
- Vehicle Access to coach drop off points B + C
- Lift to Upper Foyer (Level 2), Lower Foyer (Level 1)

## LIVERSAGE STREET / DERBY INTU:

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Please ask a member of staff if you need any assistance during your visit.


 A red square logo with the words "DERBY THEATRE" in white, slanted text.

# SHOW INFORMATION



## Main House:

Please see above (left) for our Main Auditorium. This venue has a capacity of 535 including up to 6 wheelchair spaces. Please note this auditorium has no centre aisle. Most performances in the main house have an interval roughly half way through, normally lasting for 20 minutes. Please see signage and/or assistance on the day for exact running times.

## Studio Theatre:

Please see above (right) for our Studio Theatre. This venue has a capacity of approximately 100/120 depending on the show and seating plan. Most performances in the studio are roughly 60 minutes long without an interval. Please see signage and/or assistance on the day for exact running times. Our Studio Theatre can sit 2 wheelchairs spaces. Please speak to our Box Office Team if you require any further information.

## SHOW INFORMATION:

### FLASHING LIGHTS, STROBE, HAZE/SMOKE.

Please Note: Most performances at Derby Theatre, especially in our main house, may contain flashing lights, potential strobe and/or haze. If you have any one in your party who will find any of the above materials distressing or challenging please inform a member of staff either when booking or upon arrival. If you can inform us when booking we will be able to seat the group accordingly to accommodate.

### DID YOU KNOW?




Although most performances at Derby Theatre, especially at Christmas, are designed and created with young people in mind, we do also offer Relaxed Performances for certain shows.

Relaxed Performances are intended specifically to be sensitive to and accepting of audience members who may benefit from a more relaxed environment, including (but not limited to) those with autistic spectrum conditions, anyone with sensory and communication disorders or learning disabled people. Some elements of the show may be altered to suit these needs.

Please feel free to contact Derby Theatre if you wish to know more information regarding these performances.

# SEATING ARRANGEMENTS

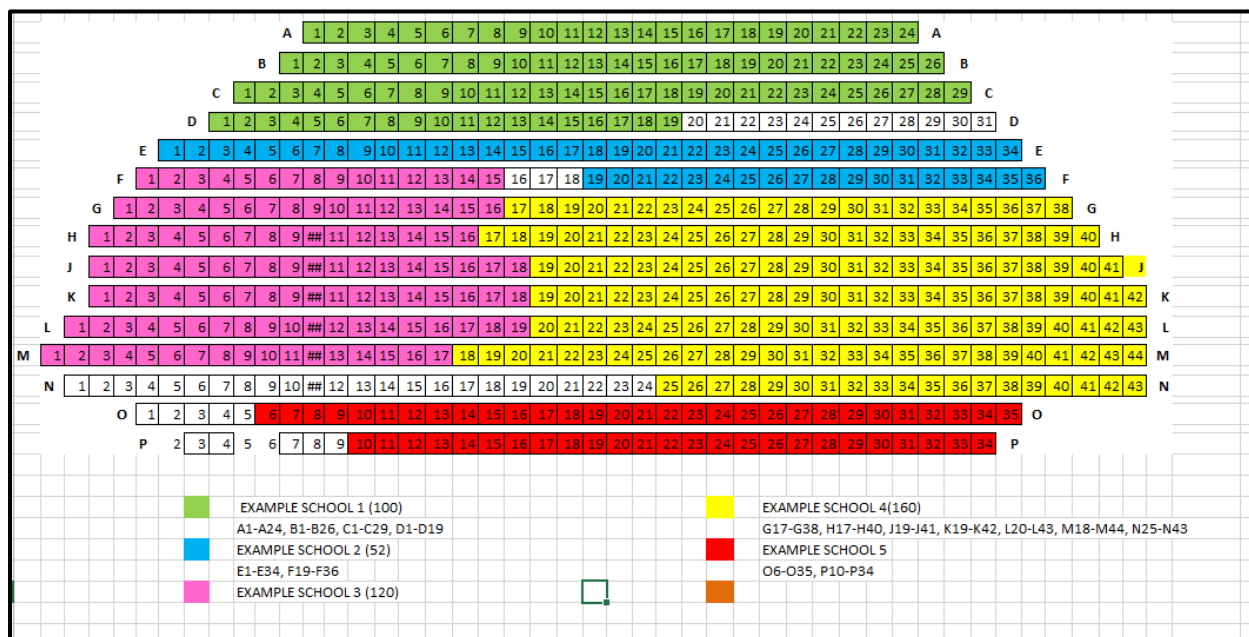
## Booking Your Tickets....

When booking your tickets please ensure that you provide our Box Office team if anyone in your party has any **access requirements** and anything regarding to your booking which we may need to be aware of. Our Box Office team will try their hardest to seat your group together on full rows or alternatively in groups together near aisles for ease upon arrival. 

## Upon Arrival....

When your group arrives, whether this be through our main doors or on our Upper Foyer ramp, you will be greeted by a member of staff who will hand you a seating plan. Your group will not be handed tickets on arrival, instead you will be asked to follow your seating plan. This seating plan will indicate all schools/groups who are booked in for this particular performance. Please ensure that your group sits in the allocated areas. Please see below how an example of your main house seating plan may look. If you are in our Studio Theatre it may look slightly different.

Please note: White spaces on the diagram may not be unallocated seats, they may be taken up by members of the public.



## Post-Performance

After the show has finished you may be asked to remain in the auditorium. Groups and schools will leave, group by group, out the auditorium.

If your group has arrived on foot for the performance or has used **coach point A** you will be let out first.

Please be patient with this procedure as sometimes it can take quite a while for groups to leave the auditorium safely and effectively.

# DROP OFF / COLLECTION POINTS

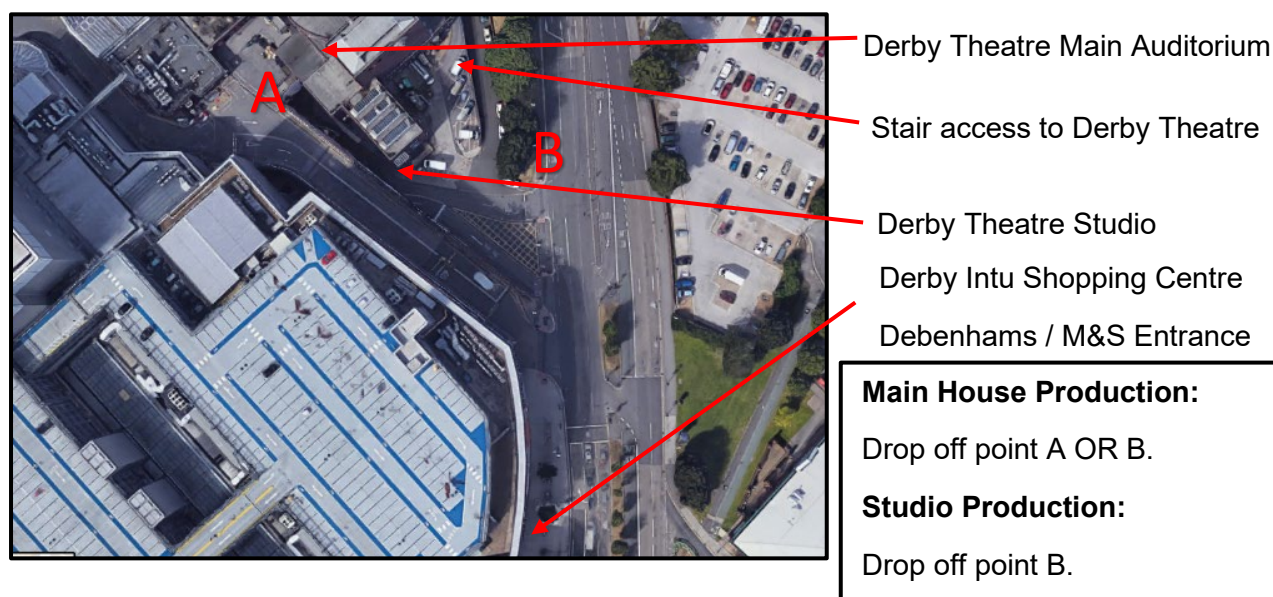
## IMPORTANT INFORMATION:

For the safety and security of all young people and your teachers/leaders it is essential that you follow all instructions given to you by Derby Theatre members of staff whilst on site. Not abiding by these instructions may result in your party not being able to be admitted. Derby Theatre puts the safety of our visitors first in all instances and so cannot alter these procedures. Please advise all members of staff, including your coach driver, to follow all instructions in order to maintain a smooth, efficient and safe operation.

There are two drop off / collection locations which your party may be directed to:

**INTU DELIVERY ACCESS RAMP (DROP OFF POINT A)**

**TRAFFIC STREET BUS STOP (DROP OFF POINT B)**



**Arrival Time:** We advise that, especially during December, you arrive at least 45-60 minutes prior to performance start time to allow your coach to complete the route (see COACHES section) and to ensure we can start the show on time.

Both drop off points allocated above are subject to other vehicles using the bus stop / delivery ramp which Intu Derby kindly let us use for specific performances with prior notice. This is why our staff will allocate a particular drop off point at the time of arrival/collection. See below.

**Risk Assessments:** When doing your risk assessments please ensure you complete them for both drop off points as we cannot guarantee, at the point of booking, which area you will be asked to drop off/collect. Most of the time, depending on circumstances your group will be allocated the same collection point as drop off point.

# COACHES

If we are expecting multiple coaches a member of Derby Theatre staff will be visible on Traffic Street (see below) to guide you to the most appropriate drop off point. We try our best to facilitate and prioritise factors such as access/younger children to ensure we allocate effectively but sometimes staff need to make decisions in order to make the operation as smooth, efficient and safe as possible.

**Staffing:** If you are the only coach arriving there will not be a member of staff on Traffic Street but there will be a member of staff to greet you on the delivery ramp. Please use the map below.

## Arrival Time:

December/Christmas Period: Please arrive between 45-60 minutes prior to the beginning of the performance.

Other times of the year: Please arrive between 30-45 minutes prior to the beginning of the performance.

This is to ensure you have enough time to complete the vehicle route and off load efficiently. Please see below.

**In Advance / Coach Information:** When booking your group tickets it is imperative that you provide our Box Office Team with your coach information. If you do not have your coach information when booking then please ensure you let us know as soon as possible. If we do not have your coach information at least two weeks before your visit we cannot guarantee your access. Derby Theatre may provide Intu Security with the brand of coaches and how many we are expecting to ensure we can safely unload throughout the day through their building and up on their ramp. If you are unsure what information you need to provide us with please ring 01332593939 to discuss this further.

## Pick Up Time:

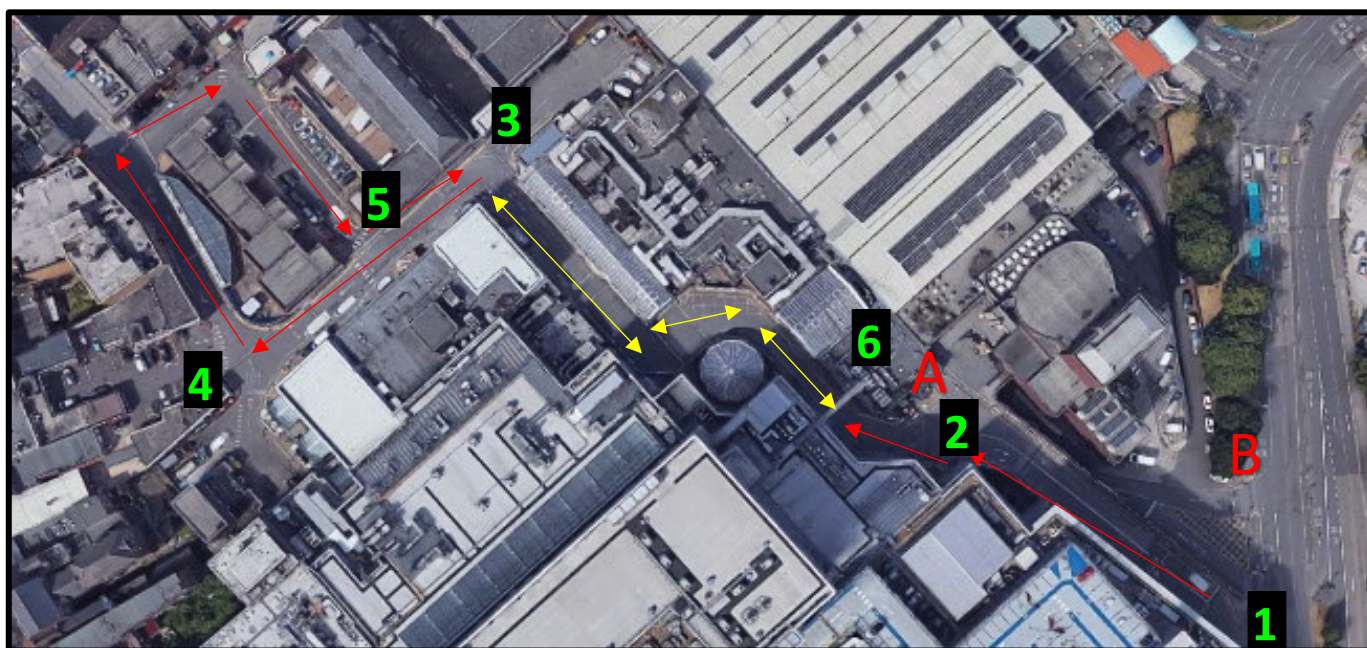
On arrival, if we are expecting multiple coaches, a member of Derby Theatre staff will welcome you to our venue and provide you with a drop off point. They will also provide you with an allocated pick up time. The pick-up times will depend on the show time but also will depend on how many coaches we are expecting on site all day.

These pick up times MUST be followed to ensure that Traffic Street and the Intu Delivery ramp can remain in smooth operation throughout our performance. We must also allow space and room for emergency vehicles at all times. If coaches return too early they may be asked to come back at their allocated time. It is important that we stagger collections to ensure a smooth post performance experience.

## Coach Company:

When choosing a coach company please can you ensure that you allow time either side of the performance for a delay in pick up. In most circumstances performances are 2hrs and 20 minutes including an interval. Please allow extra time pre and post-performance times.

Derby Theatre takes no responsibility in causing delays to other jobs which may have been scheduled on the back of a pickup/drop off.



### **COACH DROP OFF POINT A ROUTE:**

- 1) Your coach will be welcomed by a member of staff on Traffic Street in a high-vis jacket. Your coach driver will be given a return time by a member of staff and then your vehicle will be admitted up the ramp.
- 2) Please stop at the traffic lights. When lights turn to green follow the road up in to the one way system. (Yellow arrows)

**This is a one way system, please do not go through the red light. This could result in vehicles meeting on a bend.**

- 3) Turn left at the T-Junction.
- 4) Take the second right.
- 5) Give way to oncoming traffic but turn left and head back down the road you came up from. Please follow all traffic light signals.

On performances where there are multiple coaches there will be a second member of staff to assist your vehicle around the delivery route and back down.

- 6) On arrival at Derby Theatre a member of staff will welcome you to the Upper Foyer of the building. This entrance has wheelchair access and you will be able to offload your group here.

If you and your group can offload as quickly, but as safely, as possible this will speed up the route for other vehicle and coach users.

### **COACH DROP OFF POINT B ROUTE:**

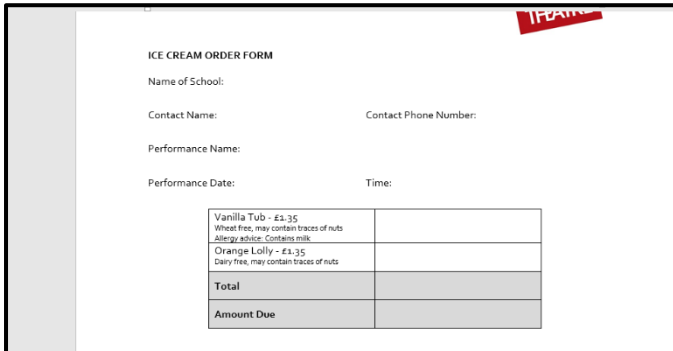
On arrival your coach will be welcomed by a member of staff on Traffic Street in a high-vis jacket. Your coach driver will be given a return time by a member of staff and then your vehicle will be asked to follow down Traffic Street and off load in the bus stop at point B.

Your group will be greeted by a member of staff and walked through Derby Theatre car park, through the red stairs up to the lower foyer of our building.




**DERBY  
THEATRE**

# ICE CREAM / MERCHANDISE PRE - ORDERING



**ICE CREAM ORDER FORM**

Name of School: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Phone Number: \_\_\_\_\_

Performance Name: \_\_\_\_\_

Performance Date: \_\_\_\_\_ Time: \_\_\_\_\_

Vanilla Tub - £1.35 <small>Wheat free, may contain traces of nuts Allergy advice: Contains milk</small>	
Orange Lolly - £1.35 <small>Dairy free, may contain traces of nuts</small>	
<b>Total</b>	
<b>Amount Due</b>	

## ICE CREAM PRE - ORDERING:

If your groups/school wish to order ice creams for the performance please do so through ringing 01332593939 and adding it to your booking.

Vanilla Ice Cream Tubs are priced at £1.35

Orange Lollies are priced at £1.35.

These ice creams must be ordered and paid for no later than 10 working days before your visit through our box office.

If requests are made after this time they may not be accepted.

If the performance that you are booking for contains an interval, our front of house team will distribute ice creams during this time. If your performance does not contain an interval, they will be distributed before the show.

If you have any questions regarding this process please ask our Box Office or Front of House staff on 01332593939 / 01332593948.

**Allergens:** If you require any information from us about allergies or intolerances of our products please let us know.

## MERCHANDISE PRE -ORDERING:

For our Christmas shows we have a range of merchandise, including pocket money friendly souvenir items, which you can pre-order by dealing directly with our Front of House Manager. See contact details on back of this booklet.

# COVID – 19 INFORMATION

## Covid – 19 Information:

We are currently operating under an ever-changing operation since we reopened in May 2021 due to the Covid-19 pandemic. We would like to assure all group bookings that we are doing all we can to make your experience as safe and enjoyable as possible.

We are operating under the below guidance until further notice:

- We are allowing distanced space between school parties to allow for some distancing whilst watching the show. This will be in the form of a row or spacing as auditorium allows\*. \*Where availability allows.
- We are offering some socially distanced performances on *Treasure Island* so please do get in touch if you wish to attend one of these. We are still awaiting Studio confirmation.
- Hand sanitisers are still in operation across the building.
- During lockdown we heavily invested in our ventilation systems which have now been fully upgraded to allow significantly better air flow and circulation.
- We are still strongly encouraging the use of face coverings across the building.
- We are operating regular cleaning in our foyer areas and enhanced cleaning of all touch points and surfaces.

## Flexible Ticket Policy:

- We are still operating our flexible ticketing policy until further notice. If anyone in the party has symptoms of covid-19 or tests positive we strongly encourage you not to attend our site. If you make us aware of this prior to your visit or on the day we can credit the ticket value back to your Derby Theatre Account. Unfortunately we are not able to refund to original payment method.

If you have any questions, please do get in touch with us and we would be happy to help.

# CONTACT DETAILS

## **Box Office Group Enquiry**

Box Office Team Members

[DerbyTheatreGroups@derby.ac.uk](mailto:DerbyTheatreGroups@derby.ac.uk)

01332593939

## **Front of House Manager**

Ruth Brailsford

[r.brailsford@derby.ac.uk](mailto:r.brailsford@derby.ac.uk)

07884088047

## **Duty Managers**

David Box / Aisling Lammond / Helena Rimmer

07884088047

## **Operations and Access Manager**

Andrew Tinley

01332593948 / 07884088047

[a.tinley@derby.ac.uk](mailto:a.tinley@derby.ac.uk)

## **Duty Manager Number**

**(if you require this on the day of the performance) –**

**07884088047**