

**CHICHESTER
FESTIVAL
THEATRE**

**GROUP VISIT
WELCOME
PACK**

WELCOME

Situated between the South Downs and the sea, Chichester Festival Theatre is one of the country's most loved and lively theatres. We want to help you get the most from your visit and this pack includes:

- **Contact details**
- **Booking tickets**
- **Important info for coaches**
- **How to find us**
- **Notes for Group Leaders**
- **Make a day of it**

We hope that this pack is a useful support for your visit. If you have any questions or special requirements regarding your visit, please feel free to contact us.

USEFUL CONTACTS

Address:	Chichester Festival Theatre, Oaklands Park, Chichester, West Sussex PO19 6AP
Website:	cft.org.uk
Box Office:	01243 781312
Fax:	01243 787288
Email:	box.office@cft.org.uk
Group Booking:	01243 812909
Email:	groups@cft.org.uk
Catering:	01243 782219 dining@cft.org.uk
House Manager:	01243 784437 house.manager@cft.org.uk

BOOKING YOUR TICKETS

BOOKING

- Group bookings can be made by calling 01243 812909 or emailing **groups@cft.org.uk**
- The Box Office is open for personal callers and telephone bookings Monday - Saturday 10am - 8pm (6pm when no performance). The Minerva Theatre Box Office opens one hour before each Minerva performance.
- Please double check your booking before payment as mistakes cannot always be rectified.
- Groups don't need to pay for tickets straight away – reserve 8+ tickets and pay the balance up to four weeks later (unless the performance date is less than 2 weeks away).
- Unless your tickets have been posted, please collect your tickets from the Box Office at least 30 minutes prior to the start of the performance.

GROUP MEMBERS WITH DISABILITIES

- If you have members of your group with access requirements or who would like to book tickets with an Access discount they will need to join the Access List. More information and a sign up form can be found at **cft.org.uk/accesslist**, or you can email **access@cft.org.uk**.
- Please inform Box Office of any access requirements at the time of booking, as it may be difficult to reallocate seats at a later date.

PAYMENT

- Cheques are payable to Chichester Festival Theatre.
- We accept MasterCard, Visa and Maestro. We also accept BACS and the details are on the Request for Payment that you will receive once your group booking has been reserved.
- Send your payment and written requirements to: Box Office, Chichester Festival Theatre, Oaklands Park, Chichester, West Sussex PO19 6AP

IMPORTANT FOR COACH GROUPS

- **The coach drop-off point is outside the Festival Theatre**
- **The coach park is in Via Ravenna (formerly Cathedral Way)**
- **Please inform us that you will be arriving by coach at the time of booking**

Prior to your visit, you will receive a coach group number for your driver to display in the windscreen – you will need this to enter the Theatre site.

When you arrive, a member of the security staff will direct your driver where to park. This is to enable your group to depart the coach safely and to ensure your driver knows what time to arrive back at the Theatre to collect the group. Please be aware of your group's safety as the driveway can get very busy pre-show.

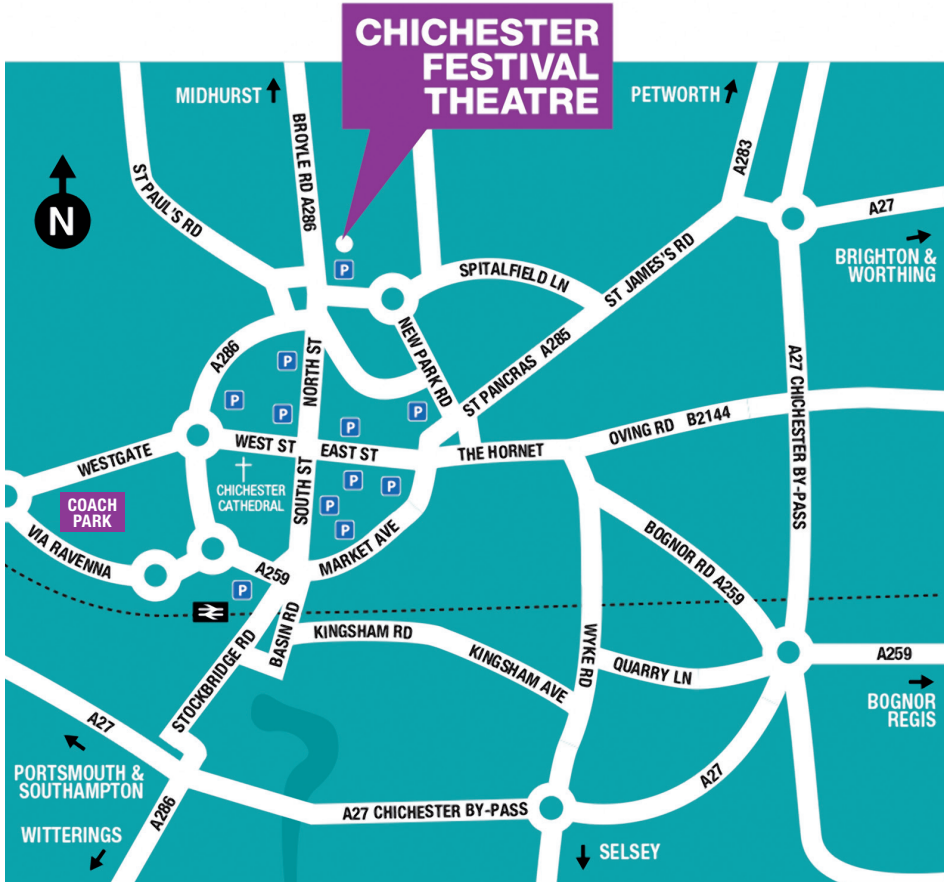
To arrange your pick up, when you arrive on site please pass the driver's mobile telephone number to the Security Guard. Only if the security team have the telephone number of the coach driver will the coach be allowed back onto site at the end of the performance.

PLEASE NOTE, IF YOUR COACH DRIVER ARRIVES BEFORE THEY ARE CALLED THEY WILL NOT BE ALLOWED ONTO THE SITE.

During your visit, if you have any questions please talk to one of the Front of House staff and they will endeavour to help you or contact the Duty Manager for you. You will be able to easily identify the Front of House Team by their colourful uniforms.

At the end of the performance, it is the responsibility of the Group Leader to gather the group together. When you are ready to leave, please make yourself known to a member of Front of House staff. They will identify you by your group number, and will then request the Security Guard to call back your coach to collect your group.

GETTING TO THE THEATRE



BY ROAD

Chichester is easily accessible by road. The M27 and A27 run along the coast, linking Hampshire, Sussex and Kent. The M3 and A3, A29, A259 and A24 connect Portsmouth, Southampton, Mid-Sussex and London.

BY RAIL

Chichester train station is a 20 minute walk away from the Theatre, with regular direct links to London Victoria, Brighton, Portsmouth, Southampton and Gatwick Airport. Trains to London Waterloo connect at nearby Havant. Call 03457 484950 for details or visit nationalrail.co.uk

NOTES FOR GROUP LEADERS

BEFORE YOUR VISIT

- Please check the details on your 'Request for Payment' or tickets as soon as they arrive. Call 01243 812909 if you have a problem and we will do our best to rectify it for you.
- Pre-order your ice creams to save your group queuing on the day.
- Running times will be available from the week before the first performance of a production. Call the Box Office and select the 'Running Times' option, check the production page on our website, or ask Front of House staff.
- Download both the Festival and Minerva Theatre seating plans at cft.org.uk/seatingplans

ARRIVING AT THE THEATRE

- Arrive at least 30 minutes before the performance begins in order to collect your tickets and to give your group enough time to use the facilities and get to their seats.
- Please leave any shopping bags on the coach to give audience members more room in their seats.

ENTERING THE AUDITORIUM

- Please give each group member a ticket before entering the auditorium. We cannot admit anyone inside the auditorium without a ticket. We also advise that you keep a list of seat numbers and names.
- Please note latecomers cannot be admitted and there will be no re-admittance in the Minerva Theatre.

- Latecomers or those wanting to be re-admitted to the Festival Theatre cannot be guaranteed access to the auditorium until a convenient break in the performance and may not be sat in their original seat.

DURING THE PERFORMANCE

- Mobile phones and other electronic devices need to be switched off.
- The use of recording equipment is strictly prohibited in the auditorium. This includes cameras, video camcorders and mobile phone cameras. If used, Front of House staff may remove the item and return it at the end of the performance.
- We ask that no 'noisy' refreshments e.g. crisps or wrapped sweets are brought into the auditorium. Theatre staff can provide you with plastic cups for drinks and napkins.
- The interval normally lasts between 15 – 20 minutes.

AFTER THE PERFORMANCE

- Waiting until the audience has left the auditorium before moving your party makes it easier to keep your group together.
- Remember to check that no personal belongings are left behind.

FIRST AID

- First Aiders are on duty at all performances and can be identified by a badge on their uniform. Please contact any member of Front of House staff should you require a First Aider.

MAKE A DAY OF IT!

Learn more about life behind the scenes at Chichester Festival Theatre through our programme of talks, tours, performances and hands-on activities. There's something for all ages and interests, whether you want to gain extra insights into Festival 2018 productions or learn a new skill.

FREE PRE- AND POST-SHOW TALKS

- Pre-Show Talks offer incredible insight into each production from rehearsal to the performance you see on stage. Booking is essential.
- To enjoy our Post-Show Talks with the company, simply stay in your seat after the show.
- Please visit cft.org.uk/talks-and-discussions for dates and information.

THEATRE DAYS

- Join the creative teams and technical crew for 90 minutes of insight, demonstration and discussion on the making of a production.
- Combine your Theatre Day ticket with the matinee performance for an immersive day at the Theatre. Tickets £5 (+ optional performance ticket.)

THEATRE TOURS

- Some of the most famous faces in theatre, from **Sir Laurence Olivier** to **Sir Ian McKellen**, have trod the boards of Chichester Festival Theatre. Follow in their footsteps and discover just how we create the shows we produce, and explore our Grade II* listed building as you have never seen before.

- Bespoke tours for groups are available. For more information, please contact, groups@cft.org.uk.

FOOD AND DRINK

- **The Brasserie** is open for pre-show dining in new stylish and elegant surroundings; choose from two and three course set menus.
- **The Minerva Bar & Grill** provides a more relaxed atmosphere with sharing boards and light bites as well as an extensive gin menu.
- **The Café** serves sandwiches, salads, delicious cakes and a range of hot and cold drinks.
- **The Foyle Terrace** offers freshly made pizzas, delicious quiches, tasty jacket potatoes, chunky sausage rolls, salads and a selection of hot and cold drinks.
- Contact our caterers direct at dining@cft.org.uk to discuss your requirements in advance.

VISIT CHICHESTER

- Nestled at the foot of the South Downs, Chichester is surrounded by beautiful countryside, sandy beaches, fishing villages, historical and family attractions, offering incredible diversity to suit every visitor. Discover all the other lovely places nearby at visitchichester.org

Chichester Festival Theatre is committed to making sure everyone's needs are met in order to enjoy the best possible experience.

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RELAXED PERFORMANCES

Welcome individuals, groups and families with children on the autism spectrum, sensory and communication disorders, a learning disability or anyone who would benefit from a more relaxed theatre environment.

BUDDIES

CFT BUDDIES

Offers a friendly companion to those who may need access support and do not feel comfortable or able to attend a performance alone.

PARKING

PARKING FOR DISABLED CUSTOMERS

Blue Badge holders can park anywhere in Northgate Car Park free of charge. There are 9 non-reservable spaces close to the Theatre entrance.



WHEELCHAIR ACCESSIBLE

Level access, wheelchair spaces and accessible lifts in both theatres.



HEARING IMPAIRED

Induction loop and Sennheisers.
Signed and captioned performances.



>> StageTEXT



VISUALLY IMPAIRED

Large print and audio brochures.
Audio described performances
and touch tours.



FACILITIES

There is step free access to seats available in both Theatres; accessible toilets are located in both Theatres (also within the Festival Theatre auditorium – ask for details).



DEMENTIA FRIENDLY THEATRE

All our Box Office and Front of House staff have attended a Dementia Friends Information Session and can be identified by the pin on their uniform.

Find out more by visiting cft.org.uk/access or calling 01243 781312