

Frequently Asked Questions

- **Where do I find show dates and times?**
 - Please download the Booking Form found on the website for details.
- **What is the show duration?**
 - Approximately 2 hours 15 minutes including interval.
- **What time should we arrive?**
 - Arrive between 9:30am and 10:00am for a 10:15am show start
 - Arrive between 1:00pm and 1:30pm for a 1:45pm show start
- **What is the booking capacity?**
 - 464 seats are in the auditorium, which includes 6 wheelchair spaces
- **What age is the pantomime recommended for?**
 - All performances are suitable for children aged 3+
- **How do I book?**
 - You can book by downloading the booking form from the website and emailing it to LTHSchools@charnwood.gov.uk
- **When can I book?**
 - Bookings are open from January 2022. It is advisable to book as soon as possible as places go fast.
- **I don't know my exact booking numbers, can I still book?**
 - We understand that at the time of booking you may not know the exact number of people in the group, due to the new terms' intake and pupil movement. We recommend in this case that you estimate the number required plus some extras. We accept a reduction in booking numbers up until the invoice has been raised, in the Autumn term. We will write to you at the start of the Autumn term to remind you to make any amendments before the invoice is issued. For full details please see the Booking Terms and Conditions.
- **What are the ticket prices?**
 - Students/Adults £8.50 per ticket. For every 10 students, 1 free supervisory adult ticket is given for Schools or for every 5 students, 1 free supervisory adult ticket is given for Nursery Schools.
 - For students who need 1 to 1 support to attend the theatre 1 free supervisory adult ticket is given.
 - Any additional adult tickets required beyond the free allocation are charged at £8.50 per ticket.
- **When do we need to pay?**
 - Invoices will be issued during the Autumn term. Payment should be made upon receipt of invoice; the latest payment date will be in the Booking Terms and Conditions. If booking after Autumn half term, payment must be made within 14 days of the invoice date. For bookings made within 7 days of the performance, payment is to be made immediately via credit card over the phone, in cash or cheque at the Box Office or via a BACS transfer. If BACS payment is used, a Remittance Advice is required in advance of your performance date.
- **I have student with Special Needs, how will you cater for them?**
 - Please let us know at the time of booking of your needs. We are able to provide up to six wheelchair spaces and there is a hearing loop available. We always try to keep members of your party sitting together regardless of their needs. If you would like to discuss particular needs please email Schools Liaison LTHSchools@charnwood.gov.uk

- **Can I visit to conduct a Risk Assessment?**
 - Yes, you can. Please email Schools Liaison LTHSchools@charnwood.gov.uk who will arrange this for you.
 - As part of the booking process you will automatically receive our Risk Assessment document, or you can download it when available from the website.
- **Can I order refreshments?**
 - As part of the booking process you will automatically receive a Refreshment Order Form, or you can download it when available from the website.
 - We need to receive completed forms and payment at least 14 days prior to your visit.
- **Where can I find the Educational Resource Pack?**
 - As part of the booking process you will automatically receive the Educational Resource Pack, or you can download it when available from the website. This will be available and sent to you early in the Autumn term.
- **Where can I find the Booking Terms and Conditions?**
 - As part of the booking process you will automatically receive the Booking Terms and Conditions, or you can download it when available from the website.
- **I want to cancel my booking, what do I do?**
 - Please see the Booking Terms and Conditions provided with the booking confirmation or downloadable from the website.
- **What would happen if Loughborough Town Hall cancelled the performance?**
 - Please see the Booking Terms and Conditions provided with the booking confirmation or downloadable from the website.
- **Students/adults are unable to attend due to sickness/COVID?**
 - Please see the Booking Terms and Conditions provided with the booking confirmation or downloadable from the website.