

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?**
 - The recommended viewing age for the show is 3+, with any adults attending expected to provide a supervisory role for the children in attendance. Therefore, we do not offer Babes In Arms tickets to these performances, as we do for our public shows.
- **What is the minimum group size?**
 - The minimum total group booking is 8 seats.
- **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 2026. 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. You could be charged if this is beyond 10%. We accept a reduction in booking numbers up until the deadline, 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 £11 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.
 - 1 FREE essential companion ticket for each child with SEND that cannot attend the theatre without the direct 1 to 1 support of an adult. This may not apply to all students with SEND that require 1 to 1 support in the school environment. We may ask for proof.
 - Any additional adult tickets required beyond the free allocation are charged at £11 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 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?**
 - For those supervising a student who needs an essential companion/carer to attend the theatre, free tickets will be provided on a 1-1 basis, or a ratio as deemed appropriate by the School. We will be happy to accommodate this, so please ensure this is conveyed when booking. 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.
 - The Risk Assessment document will be available to download from our website during the autumn term.
- **Can I order refreshments?**
 - The Refreshment Form document will be available to download from our website during the autumn term
 - We need to receive completed forms and payment at least 14 days prior to your visit.
- **Where can I find the Educational Resource Pack?**
 - The Educational Resource Pack will be available to download from our website during the autumn term
- **Where can I find the School Guide?**
 - The School Guide will be available to download from our website during 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 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. All cancellations should be made in writing to LTHschools@charnwood.gov.uk
- **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.