



Information sheet - Booking a school group

We're delighted that you are visiting Theatre by the Lake in the near future. We want to continue to provide a warm welcome and accommodate all schools, particularly those who need a little more than just tickets to make the visit possible. We have several booking procedures which we hope will help TBTL and you get the most out of your visit:

1. The Schools Bookings Desk

In order to streamline services to your school and provide your teachers and administrators with a single point of contact from the initial booking right through to order confirmation and invoicing, we are introducing the Schools Bookings Desk. This means that as a booker, you can bypass the general Box Office number and speak to a member of staff with comprehensive knowledge of group bookings and who is familiar with schools' needs:

Schools Bookings Desk Contact Information:

Tel: 017687 81129

Email: groups@theatrebythelake.com

If your call is not answered immediately, please leave a message and one of our specialist schools operators will get back to you within 24 hours.

2. Booking Picnic Space for Packed Lunches

We understand that for some schools who have a long journey time to Keswick, having the facility to eat a packed lunch prior to or following a performance is very important. However, the space within the theatre is limited and we only have sufficient room in our gallery areas for 110 young people per performance to eat a packed lunch. This unfortunately means that it is impossible for us to offer lunch space to every school and occasionally even this space may be otherwise utilised by community groups or artistic meetings, reducing our usual capacity even further. In order to facilitate as many school lunches as we possibly can, we have the following lunch booking procedure:

- **You can request to reserve a space for your school's packed lunch no earlier than six weeks before the performance and no later than one week in advance.**
- Reservations are only available for the **Mezzanine Gallery** and **Circle Gallery**. It is not permitted to eat lunches in the auditorium under any circumstances and we request that schools avoid noisy snacks such as crisps. We are able to accommodate the following numbers for picnic lunches:

Mezzanine Gallery: **50 max**

Circle Gallery: **60 max**

BOTH spaces: 110 max

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[2. Booking spaces for packed lunches]

- Booking is subject to availability on the date requested and is booked on a first come, first served basis. Though we will try our best to accommodate your group, we cannot guarantee that space will be available.
- Each booking is subject to a hire charge of **£27.50 per gallery space** to contribute towards the costs of cleaning and maintaining the galleries.

3. Eight Week Booking Confirmations

As part of our existing group bookings policy, your school must confirm final numbers **eight weeks' prior** to your visit. Additionally, we will now remind you to request your packed lunch space(s) and order ice creams (£2.00 each) if they are required at this time.

At eight weeks before you must:

1. Confirm final numbers
2. Reserve packed lunch space(s) if desired
3. Place your order for ice creams if desired. Ice creams are £2.00 each with a choice of double jersey ice cream or Mango Sorbet as the dairy free alternative

Confirming these details in advance will allow us to include all elements of the booking on your invoice, and help to streamline the financial process for both sides.

We would be grateful for your comments on the procedures we have in place and hope that you have a wonderful visit to Theatre by the Lake.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Rachel Swift', with a stylized flourish at the end.

Rachel Swift
Head of Communications