



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. Booking your tickets

To reserve your tickets for a performance, please call the Box Office on 017687 74411. Alternatively you can email our Box Office on enquiries@theatrebythelake.com and either specify the date and time of the performance you'd like to book for, and number of tickets, or request a time for a call back from a member of the Box Office team.

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 later than one week in advance (we recommend reserving 8 weeks prior to your visit, at the point of your booking confirmation).**
- 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

- 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 or £16 per school with numbers under 20** to contribute towards the costs of cleaning and maintaining the galleries. Alternatively a school can book **both gallery spaces for £40**.

January 2020



3. Eight Week Booking Confirmations

We ask that schools 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.

Full payment for your tickets must be received **6 weeks prior** to your visit.

4. School group bookings for Christmas shows

To ensure TBTL are able to re-sell held school seats in good time, should they not be required, schools are advised that by **14 September**, the final invoice will charge at least 75% of the total ticket order you have on reservation by this date if you subsequently reduce your order after this point.

5. Orders of 300+

For orders over 300 seats (for any show at TBTL), Theatre by the Lake reserves the right to adopt a staggered deposit approach for payment.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Rachel Swift', written in a cursive style.

Rachel Swift
Head of Communications