



## Information sheet - Booking a school group

We're delighted that you are considering visiting Theatre by the Lake. 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**

**Schools' tickets for *A Little Princess* are priced at £12 per pupil with a free teacher ticket for every 10 pupils. Any additional teachers over this allocation will be charged at £12 per ticket.**

To reserve your tickets for a performance, email our Schools and Group Booking Team on [groupbookings@theatrebythelake.com](mailto:groupbookings@theatrebythelake.com) and either specify the date and time of the performance you'd like to book for, and number of tickets, and if helpful for you better days/times for you to receive a call back from a member of the team. Alternatively call the Box Office on 017687 74411 and choose option 2- Schools and Group bookings. You will be put through to a member of our Schools and Group Bookings team or asked to leave a message. All voicemail and email enquiries will be dealt with in order of receipt, and we will aim to be in touch within 48 working hours.

### 2. **Placing an *ice cream* order**

Pre-ordered ice creams are currently at a reduced price of £2.50 each with a choice of double jersey or vegan vanilla. Please place your order with your reservation. If purchasing during the performance, ice creams are currently £3. (If prices change due to a rise in supply costs we will get in touch)

### 3. **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 and café areas for 110 young people per performance to eat a packed lunch. The Galleries are carpeted and have some seating, Spotlight is a fully seated area. 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. 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 at the time of booking.**
- Reservations are only available for the **Mezzanine Gallery, Circle and Spotlight Bar**. 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: 35 max

Circle Gallery: 35 max

Spotlight Bar: 40 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 **£30.00 per space** to contribute towards the costs of cleaning and maintaining the spaces. If you are a school group of less than 20 the charge will be reduced to £20

### **3. Booking Confirmations**

We ask that schools confirm final numbers

**8 WEEKS before their visit and**

**6 WEEKS before their visit to make payment.**

(if you're making a booking less than 6 weeks before your visit, please check with a member of the Box Office team when payment is required).

**By 8 weeks before your visit we will contact you to:**

1. Confirm final numbers
2. Reserved packed lunch space(s) if desired (although we recommend doing this when you first get in touch to book your tickets as space is limited)
3. Have placed your order for ice creams if desired. Ice creams are £2.50 each with a choice of double jersey or vegan vanilla.

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 will then send an itemised invoice and will be unable to reduce your numbers after this point. However, subject to availability we can increase your numbers, but these would be invoiced separately.

**By 6 weeks before you visit:**

1. We require payment for your booking, or a remittance note, detailing a payment request to Cumbria County Council.

**Please note that if payment is not received, we may have to release your reservation.**

### **Cancellation of attendance**

If attendance is cancelled within 6 weeks of the performance we would credit your theatre account with 50% of the amount paid .

### **4. 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.