

## HOW TO MAKE THE MOST OF YOUR VISIT TO NORWICH THEATRE ROYAL

Thank you for booking to watch a production at the Norwich Theatre Royal.

We wish your group to gain maximum benefit from their visit so in order that you can carry out your duty of care we would advise that:

1. **Special Requirements or Needs** If any of your group have any special requirements or needs you should inform the Education Department at Norwich Theatre Royal in advance of your visit.
2. **Seating Arrangements** Teachers sit evenly spread amongst their group, with one teacher seated at the end of their students, nearest the aisle. In the event of a split group, with your students seated in different areas of the theatre, then supervision should be arranged accordingly.
3. **Teacher/Pupil Ratio** Teachers should follow the LEA recommended teacher/pupil ratio of 1:15 (Year 7) rising to 1:20 (Year 11 and above). This ratio does not include the Visit Leader.
4. **Refreshments** Your students should not be drinking, eating sweets or food while watching the performance, as this can be unsettling for the other audience members and the performers. There is normally an interval with most productions and that is when your group can drink or have something to eat. The interval normally lasts about twenty minutes. Food and drink should be consumed in the restaurant and bars area where possible, and should not be taken into the auditorium.
5. **Behaviour** Teachers are responsible for the behaviour of the group they are bringing to the theatre both during the performance itself, and at any time while they are in the building. We would be grateful if teachers would take immediate action if behaviour becomes inappropriate. Your students should be sensitive to the fact that they are in a theatre, although of course they should react as an audience to the live action on stage. Talking and laughing at inappropriate places can be disruptive both to the actors and fellow audience members. Management reserve the right to ask patrons to leave if necessary.
6. **Arriving On Time** Often, with a live performance, audience members will not be admitted if they arrive late, because they disturb the performance for the actors and other audience members. You will normally have to wait until a suitable break in the performance before being admitted so it's best to arrive *at least* 15 minutes before the start of the performance and give yourself time to find your seats.

7. **Running Time** Teachers should notify students, before the performance begins, of any intervals and the running time of the production – please ask at the theatre for exact running times.
8. **Personal Needs** It is a good idea to inform members of your group go to the toilet before the performance starts for although they will be able to leave their seat mid-performance they may not be able to return to it until an appropriate time in the performance which may be considerably later. Alternatively they should wait until the interval or the performance ends.
9. **Packed Lunches** It may be possible for your group members to eat their packed lunches at the theatre during your visit to us. This will be subject to a suitable space being available. Please telephone the Front of House Office on 01603 598540 at least 14 days before your visit to discuss your needs.
10. **Photographs** You will not be allowed to take photographs while you are inside the auditorium so we advise that students do not bring a camera.
11. **Tickets** Teachers are responsible for deciding prior to the visit where each student will be sitting. It is very helpful if each member of your group has their own ticket before entering the auditorium. Each ticket has a Row letter and a Seat number printed on them (e.g. *Stalls - Row V Seat 23*). Be sure that your group sits in the right seats so that there are no mix-ups.
12. **Mobile Phones** If your students bring mobile phones with them, they **MUST** turn them off when they enter the auditorium so that they do not disturb the performance or those seated in the immediate proximity. You will be embarrassed if it goes off in the middle of the performance and the other members of the audience will not like your students for it. If they don't have to bring a phone with them, then we recommend they leave it at school or home.

We do hope that you and your students enjoy your visit to Norwich Theatre Royal and we look forward to seeing you at the theatre soon.