

LARGE PRINT

Admittance Policy

To request an alternative format, please telephone
the Box Office on 01253 290 190 or email

box@blackpoolgrand.co.uk

THE GRAND
THEATRE | BLACKPOOL

ADMITTANCE POLICY

Our staff are always here to enhance your experience and to ensure your safety.

Please follow any guidance they give in relation to your and others comfort and safety.

Blackpool's Grand Theatre reserves the right to refuse admittance to any patron (or eject in reasonable circumstances such as rowdy, nuisance or violent behaviour), including unaccompanied minors. Readmission cannot be guaranteed, on occasion we may have to show you to alternative seats.

If you arrive late for the start of a performance or after an interval, we appreciate that you will want to take your seat as soon as possible. We will do everything possible to assist. To limit disturbance to fellow audience members and artists we may have to ask you to wait until a suitable break in the performance. Occasionally this may not be possible once the performance has started. You may be asked to wait outside of the auditorium, or be asked to wait, quietly, inside until a suitable point when our staff can show you to your seat.

Blackpool's Grand Theatre withholds the right not to admit latecomers until the interval; to refuse admission; to provide alternative seats to those

purchased of the same or greater value (where possible, refunds will not be offered).

We offer discounts to the following people: under 18s, over 65s. When child tickets are listed separately, no extra concessions apply. These discounts are subject to availability and may vary according to the visiting producer and the show. Discounts can be removed at the discretion of the theatre.

For family and children's shows where there is a Babe-in-arms category in place, patrons must be issued with a complimentary ticket for any under 2-year old – who will be required to sit on the lap of a paying adult. Babes-in-arms tickets cannot be purchased on the website. If the production does not have a specific Babe-in-arms category, children under 2-year-old will not be admitted to any performance. Should the Babe-in-arms become restless and cause a disturbance, the parent/guardian will be requested to leave the auditorium with the child. We reserve the right not to re-admit.

Baby changing facilities are available in the Stalls (within our accessible toilet) – please feel free to ask a member of staff if you require assistance. A limited number of booster seats are available on a first come, first served basis. For health and safety reasons booster seats can only be used in the Stalls.

Pushchairs can be stored for you free of charge, during performances. We cannot allow pushchairs, prams or infant car seats for use within the theatre (They should be folded where possible), they are not permitted to be taken up to the Dress Circle, Upper Circle or Gallery. The theatre accepts no liability.

No member of the audience will be permitted to sit in any gangway which intersects or flanks the seating. Patrons who wish to dance may be asked to move from their seats to a more suitable location to prevent the disturbance of others.

The taking of photographs, capturing of images or the use of any recording devices including mobile phones during any performance is strictly prohibited. Any person found with these may be asked to leave the venue and the recorded material may be destroyed.

Blackpool's Grand Theatre or any 'permitted' (Theatre Permit) third parties may carry out general filming and sound recording in or about the venue. By purchasing tickets, you consent to you and your party being included in and to the exploitation of such films and recordings without payment.

Class 3 mobility scooters are not permitted within the theatre (these are classed as outdoor vehicles). If purchasing a wheelchair 'space, customers

should arrive with their own wheelchair, the theatre does not provide seating in these spaces.

We reserve the right to request patrons to stop any activity that is deemed inappropriate.

Only food and drink purchased at the venue may be consumed within the venue.