

## **IMPORTANT INFORMATION FOR ONLINE BOOKING AT WWW.STRODETHEATRE.CO.UK**

Please note that a £1 TRANSACTION CHARGE is added to all online transactions on this site. If you wish to have theatre tickets sent to your home, there is an additional POSTAGE CHARGE of 50 pence.

All prices quoted and transactions on this site are in Pound Sterling.

If you find that one of our advertised productions is not available to book online, there may be several reasons for this, including the possibility that it has sold out. Please contact the box office (01458 442846) for information.

As it is not possible to allocate FREE PARTY SEATS FOR GROUP BOOKINGS on this site, we have limited online bookings to 9 seats for any one performance. If you wish to book tickets for a larger party, please contact the box office on 01458 442846.

If you require a WHEELCHAIR SPACE as part of your booking, you will still need to contact the box office direct. We routinely block the 'wheelchair row', i.e. the centre of Row I at the back of the stalls, to prevent designated wheelchair spaces being purchased online by customers who do not require the special features of this row. Therefore the wheelchair spaces will look 'sold' (i.e. coloured red) on this site. Please check availability at the box office.

Please note that you will NOT be able to RESERVE seats on this site. If you do not proceed to payment, your seat selection will be cancelled automatically after about 10 minutes. You will also not be able to CANCEL or AMEND any bookings once you have confirmed your payment. Our usual RETURNS POLICY applies to online bookings in the same way as to tickets bought through our box office. Please contact the box office (01458 442846) if you have any queries.

## **AUDITORIUM SEATING HINTS FOR NEW PATRONS**

When selecting your seats, please note the following, especially if you are unfamiliar with our auditorium:

- The auditorium seating runs from Row A at the front of the stalls (downstairs) to Row W at the top of the upper balcony. The seating is gently raked (rising) in the stalls, and rises more steeply in the balcony (circle).
- There is no lift to the balcony areas, so please do not book balcony seats if you think that anyone in your party may have problems climbing or descending the 29 steps to the balcony.
- If you require ample legroom, we would advise against booking seats in row O, the front row of the balcony. The most generous legroom can be found in the stalls.
- Rows O and S in the balcony are behind solid wooden safety barriers which might restrict the view to the stage for some events, especially for children. Box office staff will be able to give more detailed advice.

Please contact the box office no 01458 442846 if you have specific requirements and would like further advice.