

Socially Distanced Robin Hood Covid-19 Secure Booking Information



WE HAVE BEEN SEE IT SAFELY APPROVED

We have been granted the use of Society Of London Theatre & UK Theatre's 'See It Safely' mark. The mark certifies that we are complying with the latest Government and industry COVID-19 guidelines, to ensure the safety of our staff and audiences. You can find out more about the measures we have been putting in place ready for your visit [here](#), and what you will need to know beforehand.

SEATING LAYOUT

In order to ensure our seating is socially distanced in line with the Government's Performing Arts guidelines, we have divided the seats into "bubbles" of two, three, four, five and six and a couple of single seats, based on patterns of attendance at our pantomimes over the last few years. Customers buy the bubble that contains the correct number of seats for their household or support bubble. We cannot change the size or location of the bubbles; if all the bubbles of the size you want are sold out you will need to buy a bubble of a different size.

[Click here](#) for the seating plan.

HOW TO BOOK



Online: theatreroyal.co.uk
Online bookings only; counter & phone sales are currently suspended in line with the *See It Safely* recommendations.

Access bookings: Customers requiring a Wheelchair position and/or a complimentary companion ticket, can book if you are already on the Access Requirement Register. If you are not on the Register, and require a companion to assist you whilst in the theatre, please check the requirements [here](#) and email access@theatreroyal.co.uk with your documentation.

Group bookings: In line with Government guidance, tickets are sold in a maximum of six seats to one household or social bubble. There are no group discounts for this production.

Households: In line with Government guidance, on booking you will be asked to declare that you are one household (or support bubble). You must sit together in your allocated seats for Test and Trace purposes. We reserve the right to cancel bookings without a refund should we be made aware that the Rule of Six guidelines are not being followed.

RELAXED ROOM

The relaxed room is available for any disabled customers who would like a more relaxed space to enjoy a live stream of the pantomime. The space can be booked as an extra area for your bubble so you can take time out of the auditorium as needed, or it can be booked separately from main auditorium tickets. Cost of the room: £50, one household bubble of six available per performance. For more information, [click here](#).

BOOKING INFORMATION

COVID-19 Refunds & Exchanges: In line with the UK Theatre See It Safely recommendations, all tickets in your booking will be refunded, exchanged or a credit issued up to 24hours prior to the performance if you are displaying COVID-19 symptoms or are required to self-isolate. Please email the Box Office on boxoffice@theatreroyal.co.uk. Please refer to our 'Health Declaration' below for further details.

Non COVID-19 Refunds or Exchanges: Tickets are non-refundable. At the manager's discretion, tickets may be exchanged up to 24hrs before a performance, subject to availability. Exchanges must be for Robin Hood and any difference in price must be paid, plus an exchange fee of £1.50 per ticket.

Friends of the Theatre Royal and Advantage

members: Can return tickets for credit up to 24hrs before a performance. Robin Hood has no Friends' discount.

Cancelled Performances due to COVID-19: In the event that live performances are not permitted to go ahead because of local or national Government restrictions, or we are unable to present the performance due to COVID-19, customers will be offered to transfer their ticket to a rescheduled performance, or offered a credit note or full refund.

Mobile ticketing: In line with the See it Safely recommendations, your ticket will be an email with a QR code. There is no additional charge for this and tickets do not need to be printed; simply present your phone to show the email to our staff when you arrive.

Tickets will be emailed separately after your order confirmation; we will email you a few days before your performance date with further information about how we will be managing the performance. If you accidentally delete your ticket email, [click here](#) to find out how to log in to your account to retrieve your tickets.

Box Office Counter: In line with the *See it Safely* recommendations, we will not be operating a public counter Box Office at the Theatre Royal.

Babes in Arms: A child aged two and under may sit on your lap but all persons including the child must be included in your headcount for your bubble ticket in line with government UK regulations. There is no discount for Babes in Arms on this production.

During your visit: When purchasing your tickets you are agreeing to abide by all instructions given by our staff; our signage; and our full terms and conditions.

Health Declaration: On booking your tickets you will be required to declare that you and all members of your party will not attend the performance if at the time of your visit: you have a suspected or confirmed case of COVID-19; you are displaying any symptoms of COVID-19; you have been instructed to self-isolate due to exposure to a confirmed or suspected case; you are required to self-isolate after returning from any location that is under quarantine restriction or special measures that limits travel and non-essential activity. Your booking may be cancelled without refund in the event of this condition being breached.

Limited Availability – You May Only Attend Once

This is a socially distanced show and there are less performances than our normal pantomime schedule, and fewer seats than usual. Therefore, households are only permitted to make a single booking for the production. We can detect duplicate bookings and will cancel without notification.

Test and Trace: We will hold lead booker details on our ticketing system for no less than 21 days for the purpose of test and trace, in line with our Data Promise. We may need to share your contact details with NHS Test and Trace, if they require. After 21 days you may request in writing that your details be deleted from our system.

COVID-19 updates: Performances will take place under the terms of the COVID-19 guidance on that date, which may differ from the guidance at the time of booking. We reserve the right to make changes to the terms and conditions of purchase in order to comply with COVID-19 guidance and legislation for the safety of all customers and staff. You will be informed of any changes in relation to your booking by email.

Further questions: Please check the booking information on our website if you have any questions. If your question is not covered please email boxoffice@theatreroyal.co.uk, please note we are operating with a reduced staff and it can take some time to respond to enquiries