

Pre-Show Information for Youth and Education Groups



We look forward to welcoming you to Hull Truck Theatre.

To ensure you and your fellow audience members get the most out of your visit we've got some tips (and a few polite requests) to make your theatre experience a great one!

BEFORE YOU ARRIVE

- If any members of your group have access needs that it may be useful for us to know about, please let us know ahead of the performance. Particularly if it relates to seating requirements (i.e. step free access or wheelchair space required). We have a number of sensory items available to loan from the Box Office should you feel these beneficial for anyone in the group – i.e. seat wobble cushions, ear defenders, weighted lap blanket, fidget toys – just let us know before the show.

ON THE DAY

- We recommend that you've arrive at the theatre no earlier than 30 minutes before the show start time, to minimise congestion in the main foyer areas. If you are going to be late please call us if you can, on 01482 323638. If it is before 10am please call 01482 488241.
- On arrival please send a representative to the box office before bringing the group inside. We will introduce you to a member of the Front of House team who will inform you of any necessary information/procedures. If the weather is poor we will get your group in to the venue as quickly as possible.
- In order to minimise printing costs and reduce paper waste we do not print off tickets for groups. Instead, the Front of House team members will have highlighted seating plans and will help guide you to your seats. Please allocate seats in a way that ensures appropriate adult supervision throughout the group.

BEFORE THE SHOW

- There will be Front of House announcements made over the speakers. This will tell you how long until the show starts and is a great time to visit the bathroom, if you haven't already; you don't want to miss anything exciting once the show has started! There are male, female and accessible toilets on the Ground Floor and All Gender toilets on the Second Floor (accessed via a staircase).
- If you do need to leave the theatre during the performance there is usually a break half way through the show. If it can't wait, or is an emergency, please head to the nearest exit where a Front of House staff member will be able to assist you.
- Please remember to turn off your phone or put it on silent/do not disturb. We would hate for anyone to be distracted by a phone light or sound, during the show. The Front of House team will be inside the theatre and on hand to remind audience members of these requests.

DURING THE SHOW

- The use of cameras and recording equipment is not permitted unless specified.
- Please avoid note taking during the performance if possible as it can disrupt your enjoyment of the performance and the enjoyment of the audience around you. If any members of your group would like to take notes, for educational purposes, please let us know in advance so that we can seat you appropriately.
- Snacks and drinks purchased at the Hull Truck Theatre café bar are allowed in the theatre, and you can even enjoy an ice cream during the break. When eating or drinking at your seat please be careful not to rustle any wrappers loudly, spill anything or eat/drink loudly in a really quiet moment of the show.
- We kindly request that members of the group refrain from talking to one another during the performance, unless absolutely necessary, in order to avoid disrupting others' enjoyment of the show.

AFTER THE SHOW

- Once the performance has finished, the theatre must be cleared straight away, schools/groups are able to wait in the foyer spaces for any transportation that may be running behind schedule.
- If you enjoyed the performance we'd love for you to tell us by emailing boxoffice@hulltruck.co.uk or shout about it on social media, tagging @hulltruck in your posts.

OTHER IMPORTANT INFO

- Bags must not be left unattended in public areas at any time.
- Coming to the theatre and watching a show is a shared experience. You share it with your friends, the actors, staff and all the other audience members. How you conduct yourselves will have a direct impact on those around you so please do be respectful and mindful of others, so you all have a great experience.
- Ice creams will be available on the day of the show. To avoid long queues, and receive a discounted group rate, you can contact us (no later than 5 working days before the performance) to place a pre-order. Vegan, Gluten Free and Halal options are available.
- Groups may only eat packed lunches in designated areas. Please contact us ahead of your visit to arrange a window for this as space is limited.