

Visitor and Attendee FAQs

Here are some things you could include in your online listings and pre-event emails:

Access Information

- Wheelchair access to venue and outdoor areas.
- Accessible toilets.
- General parking near the venue.
- Disabled parking bays.
- Available seating in venue.
- Are there large print formats available, BSL or subtitled performances, or any specific access themed tours?
- Include a link to your venue's access info, and a named person and phone number/email visitors can call for more specific information.

Ticketing

- Do visitors need to bring printed tickets, smartphone tickets, or a reference number?
- Will tickets be available on the door?
- Is there an age-limit – do they need to bring ID?
- Outline any difference price points you have.
- Membership schemes or multi-buy offers.

Food and Drink

- Describe type of food/drink available. Link to specific menus where possible.
- Vegetarian, vegan, gluten/dairy-free options?
- If food is not available on site – can you recommend any nearby places?
- Can visitors bring their own food – is there a picnic area?
- Rules around food in theatre shows and intervals – can it be brought in or pre-purchased?
- Do you provide free water?



Transport

- Describe parking locations and price.
- Are you close to any bus/rail stops?
- Is there a local taxi firm who can take people home after public transport has stopped?

Timing

- Detailed timings – opening hours, bank holiday openings, 'doors open' and start times.
- Length of performances and breaks.
- How do show/activity timings relate to public transport? Can attendees at an evening show get 'the last bus home'?

Weather and Clothing

- If you have an outdoor event, is there a 'plan b' or will some parts of the event be cancelled? How will you let people know?
- Is there a cloakroom for jackets, umbrellas, buggies? Is it secure and is there a charge?
- For outdoor events – what clothing should people bring 'just in case'?
- Provide reassurance about what people will be wearing to 'fancy' events or events during the Halloween season.

Families

- Breastfeeding facilities and welcome.
- Opportunity to heat up milk or baby food.
- Performance times and intervals listed online.
- Kids food and drink options – any opportunities to bring own packed lunch or snacks?
- Easy access for wheelchairs and buggies.
- Buggy storage.
- Age appropriateness – not just '6+' if a 13 year old would be bored. Try to be more specific about who would enjoy a show or activity.
- Bathrooms with baby changing facilities for all genders.