

# DEPART by Circa

## FREQUENTLY ASKED QUESTIONS

(including Pre- show Communications from LIFT for Circa)

We want to make your visit as enjoyable as possible. Here are a few *Frequently Asked Questions* we get which may help you.

Do feel free to call LeftCoast if we haven't covered something on 01253 477973 or alternatively, email [info@leftcoast.org.uk](mailto:info@leftcoast.org.uk)

### **How can I pay for my tickets?**

Payment can be made by cash, cheque, debit card and credit card (booking/transaction fees will apply). Cheques should be made payable to 'Blackpool Grand Theatre'. Please book online at [www.leftcoast.org.uk](http://www.leftcoast.org.uk)

### **How long before a show's start time should I get to the venue?**

We would recommend audience members to arrive around 20-30 minutes before the performance due to crowd management and the fact there is a strict no latecomer's policy.

### **Where is the nearest car park?**

Our performances take place in a variety of venues and spaces. Please see the information on the relevant page of our website for performance specific details.

For DEPART (the Circa show in June 2017) LeftCoast have negotiated that Blackpool Cricket Club, next door to Stanley Park can be used for parking if you patronise the Club Bar prior to performance. Otherwise, there is some road parking available but this is limited.

*Please note: The usual parking inside Stanley Park is unavailable. It is advisable to arrive on foot or via public transport*

### **Is there public transport close to the performance location?**

Stanley Park is well-served by bus routes. For more information on public transport call 01253 473000 or visit [blackpooltransport.com](http://blackpooltransport.com)

### **Can I exchange or get a refund on my tickets?**

Refunds on tickets are not given if you can no longer attend an event or you've simply changed your mind about going, even if purchased months in advance.

LeftCoast does offer a *re-sell* service, there are conditions however. We must have sold all tickets in the first instance. The charge for this is £2.50 per ticket.

If the event, you have booked for is cancelled you are entitled to a refund of the face value of the ticket. If it is rescheduled, we will give you the same offer on the new date.

*Please note: DEPART will be performed in almost all weather conditions. In the event of rain, the performers will endeavor to give a great performance, with some inevitable modifications to protect their safety. If the weather is extremely wet or windy, the performance may have to be cancelled, in which case we will inform audience members of any cancellations via email by 6pm on the day of the performance and encouraged to book for a subsequent and less inclement date.*

### **Can I exchange my tickets for an alternative performance of the show I have booked for?**

The exchange of tickets for a different performance of the same show is subject to a charge of £2.50 per ticket.

### **My ticket details are wrong, what can I do?**

If booked online, it is your responsibility to check that any tickets issued to you are accurate. You can correct any mistakes you make when filling out the Online Booking Form at any point before submitting it. If you discover an error, contact us on 01253 477973 for assistance. If there are any changes to your details once your booking has been concluded, then it is your responsibility to inform LeftCoast

### **Complaints procedure**

In the first instance, speak to LeftCoast by calling 01253 477973 during office hours. You may be required to put your complaint in writing for it to be investigated and addressed (please allow 5 working days for a reply).

### **I've seen a discount/offer after I've booked my tickets?**

We can't guarantee offers or discounts on tickets. These are usually offered later in the run up to performance and will be for a limited amount of tickets. As with many retailers a refund / difference will not be given on already purchased tickets.

### **What is the Dress Code?**

For outdoor performances audience members, will be walking on uneven surfaces and through wooded areas - please ensure you dress accordingly. We recommend you wear clothes that cover your arms and legs and sensible footwear as some areas may be wet and extremely muddy underfoot. Audience members are encouraged to bring suitable coats, as umbrellas will not be practical during the show.

### **Is there a cloakroom?**

There are no cloakrooms in the park – we ask audience members to travel light and not to bring bikes or dogs into the performance.

### **How does outdoor performance differ to indoor theatre performance?**

DEPART by Circa needs to be experienced in silence, to appreciate both the soundscape and the extraordinary environment. Members of the audience will be directed through the park by LeftCoast staff and volunteers.

The performance is also located close to a residential area, we kindly ask audience members to respect the local community when leaving the site and not to leave rubbish on the site except in designated bins.

### **I need personal assistance?**

We are here to help meet your requirements. Call LeftCoast on 01253 477973.

Companion tickets are also available free of charge for people who need personal assistance, please mention this when booking.

**Please note:** DEPART is a promenade show, this means audience members will either be standing or walking for the duration of the performance. During the finale, there will be very limited seating available for audience members who may find it difficult to stand for a long period - please notify a member of the Box Office if you'd like to reserve one of these seats

Whilst we have taken reasonable precautions to make the site safe and secure, it is your responsibility to take care of yourself whilst walking around the park and avoiding objects (for example, avoiding tripping over tree roots and avoiding low hanging branches).

### **Can I bring my assistance dog?**

Yes of course, recognised Assistance Dogs are welcome. A recognised 'Assistance Dog' is one which has been specifically trained to assist and that has been qualified by one of the charitable organisations registered as members of Assistance Dogs UK. Assistance Dogs trained by members of Assistance Dogs UK will have formal identifications and have been endorsed by the department of Health, on the basis that the dog's high standards of training, behaviour, health and welfare are such that it should be permitted to accompany its client, owner or partner, always and in all places.

### **Further Access Information**

Touch Tours, BSL Interpreted and Audio Described performance are available on occasions please see individual show pages for details. If you have any questions or queries regarding access you can telephone 01253 477973 or email [info@leftcoast.org.uk](mailto:info@leftcoast.org.uk)

### **Can I take Photographs?**

During your visit taking of photographs and use of recording equipment is not allowed due to copyright. In DEPART by Circa, there is a strict no-photography policy as flash photography can compromise the safety of the performers.

Our staff have the right to withhold equipment/phone (a receipt will be given) and request any photograph/digital items be deleted. Equipment withheld will be returned on your departure.

LeftCoast reserves the right for themselves or third parties to carry out general filming and recording of the performance.

### **Can I buy official merchandise of the show?**

When official show merchandise is, available items can be purchased online or at the show

### **Which shows are suitable for Children?**

Theatre does not have legal age guidance as cinema does. We do our best to advise but as this the decision lies with parents as performance is expressive and meant to break boundaries.

### **Special Effects?**

If you are concerned about strobe lighting, gunshots or loud bangs etc. during a performance please ask at the time of booking. Please check the site / for more information or ask a member of front of house staff.

### **Can I Smoke during the performance?**

No. Smoking and Vapour Use is only permitted by performers on stage

### **I want to make a complaint, who do I contact?**

If it's during a performance or show etc. we would rather address your complaint while you are with us so we can attempt to rectify the problem. Please ask to speak with our Front of House Manager on the day. On the rare occasion that the situation cannot be resolved we may need to refer your complaint to a senior manager who will attempt to contact you on the next working day.

If you wish to make your views known after the show, please contact LeftCoast on 01253 477973 for advice.

**Why is the show duration not always shown?**

We endeavour to obtain show running times from producers, however due to a number of circumstances this is not always possible at the time the show goes online or to print. As soon as we have a show running time it will be added to the show page. DEPART by Circa is 1hr 20 minutes.

**Can you tell me what else is going on in Blackpool?**

For general information on Blackpool visit the official Blackpool Tourism website [www.visitblackpool.com](http://www.visitblackpool.com).

**I am having a problem with “cookies” when booking online. What can I do?**

Some customers may experience problems when booking online through the Safari web browser. Our ticketing supplier has slightly changed the behaviour of their cookies detection and warning page – it now appears when the cookie fails to set, and gives specific instructions for users of the Safari browser. This should help customers to set the correct cookie preferences to use our online booking system.