

School Group Visits to Canary Wharf Theatre

We can't wait to welcome you and your group to Troubadour Canary Wharf Theatre to watch our resident production of *The Hunger Games: On Stage*. To help you get the most from your visit, here's everything you need to know:

Arrivals

Please arrive at least 45 minutes before the show starts to make sure you're comfortably seated and ready for the action. There are very limited opportunities to admit late comers once the show has started. The closest pick up/drop off points for coaches and buses are on Upper Bank Street, Cabot Square & Westferry Circus. There are no drop off/pick up points for coaches or buses directly outside of the theatre. All students under 17 must be supervised by an adult at all times.

The Venue

We have a large foyer that has 3 levels, and doors open roughly two hours before showtime - plenty of time to settle in pre-show. Please note we have no designated quiet spaces, due to the open-plan build of our foyer areas. If you require a quiet space, please speak with a team member on arrival.

Security

For everyone's safety, all bags will be checked on entry. Please avoid bringing large bags or suitcases if you can, as this helps speed up the process.

Accessibility

Troubadour Canary Wharf Theatre is fully accessible, with lift access to all 3 levels and plenty of step free seating. We have 5 accessible toilets, none of which require a radar key. There is a hearing loop system in the auditorium and captioning services available for every performance. Watchword Caption Glasses should be reserved ahead of time by contacting groups@kxtickets.com. Sennheiser Headsets and ear defenders are available from the Box Office on the day, subject to availability. If anyone in your group uses a wheelchair or has any specific needs, let us know in advance and we'll make sure you're fully supported. If there's anything else we can help with, just ask - our team is here for you.

Bar and Refreshments

The bar opens two hours before the show. We've got a range of soft drinks, light snacks, and free water stations. Please note that no hot food is permitted on-site, and we are a nut-free venue. Any foods containing nuts will be confiscated by our Security team. Packed lunches are allowed, but please note that these should not be consumed inside the auditorium.

Merchandise

Our Hunger Games merchandise stand opens two hours before the performance, selling a range of showthemed items. Souvenir brochures are £15 each and make a great keepsake.

Payments

We're a cashless venue - card, contactless, or mobile payments only.

Cloakroom

Need to store your coat or bag? The cloakroom is in our Main Foyer. It's £3 per bag and £1 per coat or umbrella. Only small bags are allowed in the auditorium and must be kept under your seat.

Running Time

The show runs for around 2 hours and 30 minutes, including a 20-minute interval.

Performance Etiquette

The Hunger Games: On Stage is an action-packed show with some seats that move. If you are in one of these sections, you will be briefed by the Front of House Host on all aspects of Health and Safety in these areas. Once you're in your seat, if you need to leave for any reason let your closest theatre host know by raising your hand in the air, and a safe moment will be found for you to exit with the help of a staff member. If you do leave the auditorium for any reason, you will not be able to reenter during that Act. Please switch off mobile phones and avoid talking or eating noisy snacks during the show. Listen out for any instructions from our team - they're here to help.

Photography

Filming or photography during the performance isn't allowed. You're welcome to take photos with a mobile phone only in the auditorium before the show starts and during the final bows (we ask not to use flash). Anyone found filming during the show will be asked to delete their footage.

Emergencies

If an evacuation is needed, please follow staff instructions and leave the venue safely. We recommend having a plan in place for managing your students in case of an emergency.

First Aid

We've got trained first aiders on hand if needed. If anyone in your group has a medical condition we should be aware of, let us know in advance so we can be ready to assist.

Toilets

The venue has plenty of toilets, but for safety, students under 16 must be accompanied by teachers when using the facilities.

If you have any queries or concerns please contact our team at hellocanary@troubadourtheatres.com, they'll be more than happy to help.

See you soon.

Troubadour Canary Wharf Theatre Team
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troubadourtheatres.com