

## **We can't wait to welcome you!**

We've been working hard to ensure your experience with us, is as safe and as comfortable as possible. We're so happy you are joining us at Pitlochry Festival Theatre and we can't wait to share what's coming up.

**It's going to be different. So, here are a few things you need to know and some top tips we recommend for your comfort and enjoyment.**

### **Can I buy tickets, or additional tickets, on the day?**

**Yes.** You can purchase onsite and on our website depending on availability. All in-person ticket purchase will be cashless.

All events will be cashless, so any other in-person purchases – food, drink, programmes – will be convenient and safe. One tap – and you're away.

### **Do I need a ticket for my baby?**

**Yes,** everyone requires a ticket regardless of age. Speak to Box Office team who can book you an under 18 months go free. Please note that for performances specifically not targeted for our younger members, under 4's may not be permitted into the performance spaces.

### **Can I collect or will you post tickets?**

To decrease any contact transference and to reduce our paper production, we will not post our tickets for any of our events. E-tickets will be emailed which you can either show on your mobile device or print and bring with you.

**What should I bring for outdoor performances?** For your comfort, please bring:

**Bandstand (front Lawn):** your own chairs

**Amphitheatre (in the Explorers' Garden):** your own cushions – NO SEATS REQUIRED.

Please note, there won't be anywhere at the theatre to leave belongings, so please leave them in your vehicle or bring a bag suitable to carry around with you. Also it's really important to remember it's Highland Perthshire – so please dress appropriately for the season, and note we may have four season's weather in one day - adding to the Highland charm!

**How much time should I allow for arriving at my NEW Pitlochry Festival Theatre venue?**

**The Theatre is a 15-20 mins stroll from centre of town** (dependent on mobility).

**Amphitheatre:** to the left of the car park when facing the theatre building, situated within our **Explorers' Garden**. **Please allow an extra 10 minutes for the short walk to your venue, mobility-dependent.** Paths are smooth for wheelchairs and buggies, but there are some initial, reasonably steep inclines to reach the garden entrance from the car park.

### Can I park at the theatre?

**Yes.** Our car park will be open, but due to construction work taking place in the building, and for social-distancing purposes, we will be operating a reduced car park space.

We ask that, once your visit is completed, please do not leave your car at the theatre while you visit other areas of Pitlochry. This is a pay and display car park.

### Will I be able to buy refreshments in the theatre?

**Yes.** There are sandwiches, sausage rolls, pasties, cakes, crisps and other snacks, as well as hot drinks, soft drinks and alcohol.\*

**\*currently we are accepting card payments only**

**IMPORTANT NOTE:** due to licensing restrictions, only alcohol purchased on-site can be consumed on our premises

### What should I wear for outdoor events?

Please dress appropriately for the Scottish Highlands – be prepared to wrap up and wear shoes for walking and crossing lawns as it may be soft underfoot. It could also be sunny and warm or raining so wear layers and bring your brolly!

### Are the outdoor venues under cover?

**No.** However, in the amphitheatre, the trees are a natural canopy and offer some shelter and we encourage people to wear suitable clothing.

### How will I know where to go?

We will have staff onsite to greet you in the car park when you arrive.

### Where is the Amphitheatre?

Head up the zig-zag path into the garden. Members of the team will be at the kiosk and inside the garden and can direct you to the Amphitheatre.

### Where is the Bandstand?

Our outdoor bandstand is located in front of our main Theatre building beside the River Tummel.

### Will latecomers be admitted?

**Amphitheatre – No. It is very important that you arrive on time.** Due to the close proximity of the audience to the performance space, we will not be able to admit any latecomers or hold any performances for late parties.

#### **Will there be toilet facilities?**

**Yes.** We have arranged portaloos at each venue.

#### **Are all events suitable for buggies and wheelchairs?**

**Yes.** Everything is accessible – although there are a few steep inclines in the garden.

**Amphitheatre wheelchair access:** please pull up and drop off at the access point on the road above the theatre, near to the Explorers' Garden Entrance.

**We are able to accommodate wheelchair spaces** and will work with you to meet your needs. Please contact [boxoffice@pitlochryfestivaltheatre.com](mailto:boxoffice@pitlochryfestivaltheatre.com) or call **01796 484626** to talk these through.

**Will there be Relaxed and Dementia-friendly performances?** All events will have a **Relaxed Environment:**

- Any chatter or loud sounds will be mitigated naturally by the outdoor acoustics
- If you feel that you need to take some time out of the show, please do. You can return when you feel ready.
- Our determination to keep capacity safely reduced, and committed adherence to social-distancing reduces the potential for, and impact of, crowded spaces and any overwhelming busy-ness.
- When there is an Interval, you can leave the audience area if you want to. It is also okay to stay in your place. When the second half of the show is about to start we'll make sure that everyone is back in time
- You will be met by our staff, a number of whom will be around the site wearing a name badge, for any questions or help you need.

**We want you to feel fully at ease and as comfortable as possible during your visit.**

#### **Are Dogs Allowed?**

Dogs are welcome for all performances at the Bandstand on the lawn only. Dogs are not permitted at any other performance areas, unless they are an Assistance Dog which are allowed throughout the venues.

#### **Do I have to wear a face covering?**

At the time of drawing up these guidelines, you do not have to wear face coverings outdoors, but we are advising that face coverings should be worn when moving around our

site and for all seated events. Please be aware of the current Scottish Government Guidance before you arrive.

### Can we explore the Explorers' Garden on our own?

The Explorers' Garden is currently only open for specific events.

### What happens if my event is cancelled?

In the unlikely event we cancel your event we will look to transfer your booking to another date. If this is not possible then we will refund your booking (minus the booking fee).

### What happens if COVID restrictions change near the time?

We are in direct contact with the Scottish Government and will ensure we adhere to all guidelines at the time of your event.

We have designed all of our events in line with **Scottish Government regulations**, and in discussion with **Visit Scotland**, the **Association of Scottish Visitor Attractions**, as well as with **Trading Standards** and **Environmental Health Officers** at **Perth & Kinross Council**. The programme has been designed to be safe and socially-distanced.

***Cleansing and protection measures will be extensive and rigorous. Our operational procedures are [HERE](#).***

### What happens if the event is cancelled due to Covid-19?

We will be following government guidelines closely, in the lead up to, and throughout our programme of events. There are currently no restrictions that will impact on the events. We are carefully ensuring all COVID-19 measures have been comprehensively adhered to.

**Should Government guidelines change** and we are no longer allowed to go ahead, we will offer a full refund on your tickets (minus the booking fee).

### What if I change my mind?

We understand how different booking an event feels just now. You can book now with the confidence that if plans change, your tickets and money can too!

This Season we're keeping things flexible for you. We offer **no-hassle refunds and exchanges for any reason** (including the weather!) if it is requested at least **24 hours before the performance time.**

### What if I don't feel well?

Please do not attend the venue if:

- you have been instructed to self-isolate
- a member of your household is self-isolating

- you have experienced COVID-19 symptoms in the last 14 days
- you have been in close proximity to anyone who has experienced symptoms in the last 14 days
- you have arrived in the UK in the last 14 days and are not covered by the exemption rules relating to self-isolation
- you believe you may be infected with COVID-19.

Please follow government guidance, stay home and self-isolate to stop the spread of the virus.

Please email [boxoffice@pitlochryfestivaltheatre.com](mailto:boxoffice@pitlochryfestivaltheatre.com) for any queries on tickets.

We're thrilled to be welcoming you with us. Thank you for your support.