

**CHICHESTER**  
**FESTIVAL**  
**THEATRE**

**GROUP**  
**VISIT**  
**WELCOME PACK**

---

# WELCOME

Situated between the South Downs and the sea, Chichester Festival Theatre is one of the country's most loved and lively theatres. We want to help you get the most from your visit and hope that this welcome pack\* is a useful support. Latest information is available at [cft.org.uk/groups](http://cft.org.uk/groups)

## GREAT FOR GROUPS

- Discounts for groups of 8+
- Discounts for groups of 40+ during the Festival Season
- Dedicated groups line and email
- Extra discounts on Mondays / Tuesdays
- Pre-bookable ice creams
- 4 week reservation period
- Bespoke backstage tours
- Special offers from our caterers

\*All information is correct at time of publishing.

## INDEX

- 2 CONTACT DETAILS
- 3 BOOKING YOUR TICKETS
- 4 INFORMATION FOR COACH GROUPS
- 5 HOW TO FIND US
- 6 NOTES FOR GROUP LEADERS
- 7 MAKE A DAY OF IT!

## COVID GUIDELINES

Find out how we're welcoming you back safely by visiting [cft.org.uk/covid-guidelines](http://cft.org.uk/covid-guidelines)

## CONTACT DETAILS

Group Booking:	<a href="mailto:groups@cft.org.uk">groups@cft.org.uk</a>	01243 812909
Box Office:	<a href="mailto:box.office@cft.org.uk">box.office@cft.org.uk</a>	01243 781312
Catering:	<a href="mailto:dining@cft.org.uk">dining@cft.org.uk</a>	01243 782219
House Team:	<a href="mailto:house.manager@cft.org.uk">house.manager@cft.org.uk</a>	01243 784437
Tours:	<a href="mailto:tours@cft.org.uk">tours@cft.org.uk</a>	01243 812909
Address:	Chichester Festival Theatre, Oaklands Park, Chichester, West Sussex PO19 6AP	



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



# BOOKING YOUR TICKETS

---

## BOOKING

- Group bookings can be made by calling 01243 812909 or emailing **groups@cft.org.uk**
- The Box Office is open for personal callers and telephone bookings Monday – Saturday 10am – 8pm (6pm when no performance). The Minerva Theatre Box Office opens one hour before each Minerva performance.
- Please check your booking before payment as mistakes cannot always be rectified.
- Groups don't need to pay for tickets straight away – reserve 8+ tickets and pay the balance up to four weeks later (unless the performance date is less than 2 weeks away).
- Smaller groups may have E-tickets which will have been sent to the group bookers email shortly after purchase.
- Unless your tickets have been posted, please collect your tickets from the Box Office at least 30 minutes prior to the start of the performance.

## PAYMENT

- Cheques are payable to Chichester Festival Theatre.
- We accept MasterCard and Visa. We also accept BACS and the details are on the Request for Payment that you will receive once your group booking has been reserved.
- Send your payment and written requirements to: Box Office, Chichester Festival Theatre, Oaklands Park, Chichester, West Sussex PO19 6AP

## GROUP MEMBERS WITH DISABILITIES

- If you have members of your group with access requirements or who would like to book tickets with an Access discount they will need to join the Access List. More information and a sign up form can be found at **cft.org.uk/accesslist**, or you can email **access@cft.org.uk**.
- Please inform Box Office of any access requirements at the time of booking, as it may be difficult to reallocate seats at a later date.
- See back page for details of our access performances and facilities.

## BEFORE YOUR VISIT

- Please check the details on your Request for Payment or tickets as soon as they arrive. Call 01243 812909 if you have a problem and we will do our best to rectify it for you.
- Pre-order your ice creams to save your group queuing on the day. Email orders to **groups@cft.org.uk** prior to your visit.
- Running times will be available from the week before the first performance of a production. Call the Box Office and select the 'Running Times' option, check the production page on our website, or ask Front of House staff.
- Download both the Festival and Minerva Theatre seating plans at **cft.org.uk/seatingplans**

# INFORMATION FOR COACH GROUPS

---

- **The coach drop-off point is outside the Festival Theatre**
- **The coach park is in Via Ravenna (formerly Cathedral Way)**
- **Please inform us that you will be arriving by coach at the time of booking**

**Prior to your visit**, you will receive a coach number for your driver to display in the windscreen – you will need this to enter the Theatre site.

**When you arrive**, a member of the security staff will direct your driver where to park. This is to enable your group to depart the coach safely and to ensure your driver has arranged pick up with CFT security. Please be aware of your group's safety as the driveway can get very busy pre-show.

**To arrange your pick up**, please ensure your driver leaves their mobile number with our security staff. If you arrive early, please leave the contact details with the Box Office team in the Festival Theatre foyer. We have multiple coaches attending each performance, therefore the security team will contact each coach driver with a collection time to access the site. Please be aware that there may be a short wait before your coach is called back to the Theatre. This is due to the limited space available and to ensure the safe departure of the audience after the performance.

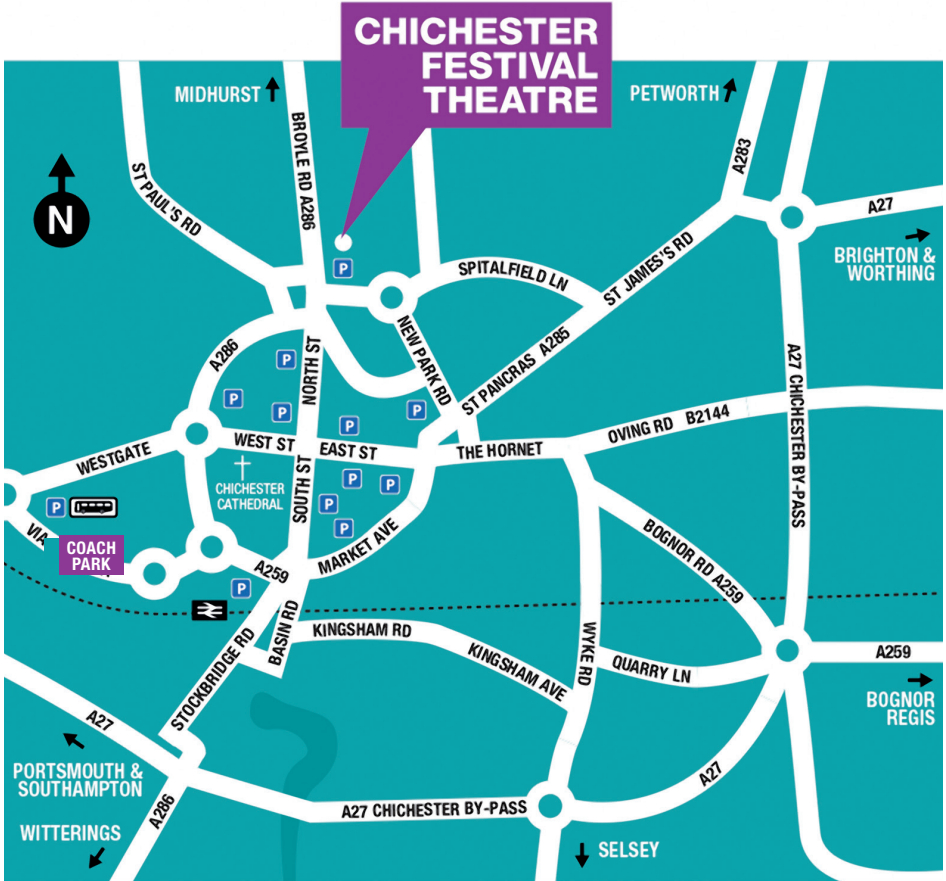
**During your visit**, if you have any questions please talk to one of the Front of House team (easily seen by their colourful uniforms) and they will endeavour to help or contact the Duty Manager.

**At the end of the performance**, it is the responsibility of the Group Leader to gather the group together. When you are ready to leave, please make yourself known to the security staff. They will require your coach number in order to inform you of your allotted collection time.

**PLEASE NOTE, IF YOUR COACH ARRIVES BEFORE THE ALLOCATED TIME THEY MAY NOT BE ALLOWED ONTO THE SITE.**

# HOW TO FIND US

Before your visit, take a virtual tour and download a map of the site at [cft.org.uk/takeatour](http://cft.org.uk/takeatour)



## BY ROAD

Chichester is easily accessible by road. The M27 and A27 run along the coast, linking Hampshire, Sussex and Kent. The M3 and A3, A29, A259 and A24 connect Portsmouth, Southampton, Mid-Sussex and London.

## BY RAIL

Chichester train station is a 20 minute walk away from the Theatre, with regular direct links to London Victoria, Brighton, Portsmouth, Southampton and Gatwick Airport. Trains to London Waterloo connect at nearby Havant. Call 03457 484950 for details or visit [nationalrail.co.uk](http://nationalrail.co.uk)

# NOTES FOR GROUP LEADERS

---

## ARRIVING AT THE THEATRE

- Please visit [cft.org.uk/COVID-guidelines](https://cft.org.uk/COVID-guidelines) for latest updates.
- Please arrive at least 30 minutes before the performance begins to give your group enough time to use the facilities and get to their seats.
- Please leave any shopping bags on the coach to give audience members more room in their seats.

## ENTERING THE AUDITORIUM

- If you have E-tickets, these can be shown on a smartphone/tablet. If not, please give each group member a ticket before entering the auditorium. We cannot admit anyone inside the auditorium without a ticket. We also advise that you keep a list of seat numbers and names.
- Please note latecomers cannot be admitted in the Minerva Theatre and re-admittance is not possible.
- Latecomers or those wanting to be re-admitted to the Festival Theatre cannot be guaranteed access to the auditorium until a convenient break in the performance and may not be sat in their original seat.

## DURING THE PERFORMANCE

- Mobile phones and other electronic devices need to be switched off.
- The use of recording equipment is strictly prohibited in the auditorium. This includes cameras, video camcorders and mobile phone cameras. If used, Front of House staff may remove the item and return it at the end of the performance.
- We ask that no 'noisy' refreshments e.g. crisps or wrapped sweets are brought into the auditorium. Theatre staff can provide you with reusable cups for drinks.
- The interval normally lasts between 15–20 minutes.

## AFTER THE PERFORMANCE

- Please follow directions from the front of house team when leaving the auditorium.
- Remember to check that no personal belongings are left behind.

## FIRST AID

- First Aiders are on duty at all performances and can be identified by a badge on their uniform. Please contact any member of Front of House staff should you require a First Aider.

# MAKE A DAY OF IT!

---

## FREE TALKS

- Pre-Show Talks offer incredible insight into each production from rehearsal to the performance you see on stage. Booking is essential.
- To enjoy our Post-Show Talks with the company, simply stay in your seat after the show.
- Please visit [cft.org.uk/talks-and-discussions](https://cft.org.uk/talks-and-discussions) for dates and information.

## THEATRE DAYS

- Join the creative teams and technical crew for 90 minutes of insight, demonstration and discussion on the making of a production.
- Combine your Theatre Day ticket with the matinee performance for an immersive day at the Theatre. Tickets £5 (+ optional performance ticket.)

## BACKSTAGE TOURS

- Some of the most famous faces in theatre have trod the boards of Chichester Festival Theatre. Follow in their footsteps and discover how we create the shows we produce, and explore our Grade II\* listed building as you have never seen before in a bespoke group tour. For more details, visit [cft.org.uk/takeatour](https://cft.org.uk/takeatour)
- Bespoke tours for groups are available. For more information, please contact, [tours@cft.org.uk](mailto:tours@cft.org.uk).

## FOOD AND DRINK

- **The Brasserie** is open for pre-show dining in stylish and elegant surroundings; choose from two and three course set menus.

### GROUPS ORGANISER EATS FREE\*

For bookings of 20+ people in The Brasserie restaurant.

- Enjoy barista coffee, sandwiches, and delicious cakes in the **Café on the Park** before curtain up. A wide selection of drinks are available at **The Bar**.

### GROUPS 8+ CAFE OFFER

£6pp tea or barista coffee and a slice of cake.\* Enjoy after the matinee or before evening performances.

\*Must be booked in advance. Subject to availability.

- Contact our caterers direct at [dining@cft.org.uk](mailto:dining@cft.org.uk) to discuss your requirements in advance.

## THE GREAT SUSSEX WAY

- Chichester is surrounded by beautiful countryside, sandy beaches, fishing villages, historical and family attractions, offering incredible diversity to suit every visitor. Discover all the other lovely places nearby at [thegreatsussexway.org](https://thegreatsussexway.org)

**Chichester Festival Theatre is committed to making sure everyone's needs are met in order to enjoy the best possible experience.**

---



### **DEMENTIA FRIENDLY PERFORMANCES**

Welcome individuals living with dementia, as well as their friends, families and carers. All our Box Office and Front of House staff have attended a Dementia Friends Information Session and can be identified by the pin on their uniform.

---



### **RELAXED PERFORMANCES**

Welcome individuals, groups and families with children on the autism spectrum, sensory and communication disorders, a learning disability or anyone who would benefit from a more relaxed theatre environment.

---



### **CFT BUDDIES**

Offers a friendly companion to those who may need access support and do not feel comfortable or able to attend a performance alone.

---



### **PARKING FOR DISABLED CUSTOMERS**

Blue Badge holders can park anywhere in Northgate Car Park free of charge. There are 9 non-reservable spaces close to the Theatre entrance.

---



### **WHEELCHAIR ACCESSIBLE**

Level access, wheelchair spaces and accessible lifts in both theatres.

---



### **HEARING IMPAIRED**

Induction loop and Sennheisers.  
Signed and captioned performances.



### **VISUALLY IMPAIRED**

Large print and audio brochures.  
Audio described performances  
and touch tours.



### **FACILITIES**

There is step free access to seats available in both Theatres. Accessible toilets are located in both Theatres (also within the Festival Theatre auditorium – ask for details). Audio description of the facilities is available in the toilets near The Café and also upstairs in the Minerva Theatre.

---

**Find out more by visiting [cft.org.uk/access](http://cft.org.uk/access) or calling 01243 781312**