

FAQS:

Tickets/booking questions

Can I get a refund or exchange my ticket?

For shows/individual classes (e.g., Taster Sessions, Drop-Ins):

For shows and individual classes, Bristol Improv Theatre can refund your ticket if you provide 48 hours' notice in advance of the performance or class start date.

You can also exchange your ticket up until the show/class depending on availability for the show/class you want to attend.

For courses (e.g., Discovering Improv):

For courses, Bristol Improv Theatre can refund your ticket if you provide 1 weeks' notice in advance of the course start date.

You can also exchange your ticket for courses up until the start date if you are no longer able to attend due to illness or other unforeseen circumstances.

If you have tested positive for COVID-19 and can no longer attend any events/courses, please get in touch to arrange an exchange, credit or if necessary, a refund.

Can I get a concession ticket for a show?

In line with its mission, vision and values, Bristol Improv Theatre aims to offer a ticket price for its shows that is affordable. They also run an 'Early Bird' offer where the first 10 tickets for each show are priced at £10, available on a first come first served basis.

While concession prices are available for Theatre School events, they are not available for shows.

If there's anything BIT can do to accommodate your needs, e.g. set up a payment plan for a course ticket, please get in touch at hello@improvtheatre.net and the team will try and figure out something that works for you.

Am I eligible for a concession for a course?

Concession tickets for courses are 'open concessions' meaning that anyone can book tickets at a lower price if it makes classes more accessible. BIT do not ask people to provide any evidence when booking a concession ticket, so you're welcome to book the ticket that suits you.

Can I buy on the door, and in cash?

It is encouraged that you book as early as possible to secure your ticket. If there's space, you can buy tickets on the door with card (preferred) or exact cash.

Can I resell my ticket to a friend?

If you can't attend an event, you're not able to transfer your booking to a friend or relative. Please refer to the refund policy above.

Is there an age limit for shows?

Children over the age of 4 are welcome to attend the theatre as long as they are accompanied by an adult or guardian at all times.

However, BIT shows are not designed with children in mind and, due to the nature of improv, it is possible that strong language and adult themes may arise. Therefore, it's up to a parent or guardian to decide if their child should attend. Performances with a specific age limit (e.g., 18+) will have this flagged in the event description.

Building/accessibility questions**Is there wheelchair/step-free access?**

Access to the venue is something BIT has long battled with since taking over the historic building in Clifton. Unfortunately, the building isn't wheelchair accessible as there isn't level access to the theatre space. BIT are currently working hard with partners who are advising on the changes that must be made to the venue, and how funding can be sourced to make those changes happen.

What's the parking situation?

The majority of car parking around the theatre is residents only or pay and display. The closest NCP car park is West End Car Park.

It is recommended to travel to the theatre by bike, bus (the 8 will drop you right outside) or taking in the evening air by walking. The closest bike locks are by St Paul's Church or The Richmond Building.

When does the bar open?

The bar opens one hour before the performance start time. It is advised you arrive as early as possible to get a drink in plenty of time before the show starts. The bar will also remain open after the event.

Theatre School questions**What course should I do?**

Which course is best suited to you will depend on your experience and confidence levels. Discovering Improv is the most popular course, and is aimed at people who have never tried improv before (although a lot of people retake the course either to build their confidence or because they've enjoyed it so much the first time!). It's a great way to meet like-minded people and offers a gentle introduction to improv without the pressure of performing to an audience.

Intro to Performing is the next course in the programme and begins to prepare students to perform improv in front of an audience. This is a very gentle introduction to performance and is a great option if you've tried a little improv and want to hone your skills a bit more or if you're building confidence to perform on stage.

The Level 1 programme takes a more in-depth look at improv, approaching performing improvisation through different lenses. Level 1 is made up of three separate courses; 'Creating Characters', 'Telling Stories' and 'Making a Scene'. Each of these courses are 7 weeks long, with 1 session per week. The last week of each course is dedicated to a relaxed, informal showcase where participants have the option to perform and share what they've learnt in front of a small audience, largely made up of invited friends and family of the students. For Level 1, it is recommended that you've either taken the Discovering/Intro courses or have tried improv before, as these courses are slightly more advanced.

Can I come to a one-off drop-in?

Each drop-in has a different suggested experience level so please check the events page to make sure that the drop-in is suitable for you. If you're brand new to improv, it is recommended that you take one of the Improv Taster sessions or sign up for the Discovering Improv course.

Is there an age limit on courses/classes?

Anyone aged 16 and over is welcome to attend courses and classes. If you're under 16, or you would like to bring your child with you to a course who is under 16, get in touch at hello@improvtheatre.net to check if the instructor is happy for someone of this age to attend. Children under 16 years old attending a course or class must be accompanied by an adult.

Work with BIT questions

I would like to do a show at your venue!

If you're interested in bringing your improv show to BIT, please get in touch with more information on hello@improvtheatre.net and it will be forwarded onto the programming manager.

If you have a show that isn't improv based but would like to put it on at BIT, please email the Venue Hire team at venuehire@improvtheatre.net.

If you're interested in performing in one of BIT's flagship shows, please keep your eye on the jobs and opportunities page for audition notices. Alternatively, you can check out the Unscripted Players home page for performance opportunities with BIT's amateur improv company.

Can I hire the space for my party/rehearsal/meeting/event?

BIT love to hear from people who'd like to hire the venue space. There are a range of spaces and rates to suit your needs. Check out the [\[Venue Hire\] – linked to – 'Venue Hire' page](#) page for more information and get in touch at venuehire@improvtheatre.net if you have any questions.

Any questions not answered here?

Get in touch with the team at hello@improvtheatre.net and they will be happy to help you.