

## **Tickets / Booking Questions**

### **1. Can I get a refund or exchange my ticket?**

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

For shows and individual classes, we can refund your ticket if you let us know 48 hours in advance of the performance or class start date.

We 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, we can refund your ticket if you let us know one week in advance of the course start date.

We 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 of our events/courses, please let us know and we can arrange an exchange, credit or if necessary, a refund.

### **2. Can I get a concession ticket for a show?**

In line with our mission, vision and values, we aim to offer a ticket price for our shows that is affordable. We 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 we can offer concession prices for our Theatre School events, we don't offer concession tickets for our shows.

If there's anything we can do to accommodate your needs e.g set up a payment plan for a course ticket, please email us on [hello@improvtheatre.net](mailto:hello@improvtheatre.net) and we will try and figure out something that works for you.

### **3. Am I eligible for a concession for a course?**

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

### **4. Can I buy on the door, and in cash?**

We encourage you to 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.

### **5. 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 our refund policy above.

### **6. 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, our 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 / Access Questions**

### **7. Is there wheelchair/step-free access?**

Access to the venue is something we've long battled with since we took over this historic building in Clifton. Unfortunately, our building isn't wheelchair accessible as we don't have level access to the theatre space. This is an issue we are currently working hard to resolve. We're currently working with partners who are advising us on the changes we have to make to the venue, and how we can source funding to make those changes happen.

### **8. 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.

We recommend travelling 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.

### **9. When does the bar open?**

The bar opens an hour before the performance start time, we advise you get here 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.

### **10. Can I bring my dog to the theatre?**

In most cases, well behaved dogs are welcome at the theatre. However, we ask that you get in touch at [hello@improvtheatre.net](mailto:hello@improvtheatre.net) if you would like to bring your dog to a show or class so that we can check if the event would be suitable, and so that we can make any necessary arrangements. Of course, access is permitted for all service animals.

### **11. Does the bar serve food or snacks?**

We have a small selection of snacks available on our bar including crisps, popcorn and flapjacks. However, we don't have a kitchen so unfortunately we can't offer any meals or dining options. There are several restaurants within a short walking distance of the theatre if you are looking for somewhere to eat before or after a show.

## **Theatre School**

### **12. What course should I do?**

Which course is best suited to you will depend on your experience and confidence levels. Our Discovering Improv course is our most popular and is aimed at people who have never tried improv before (although we do get a lot of people who 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 our 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.

Our 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, we do recommend that you've either taken our Discovering/Intro courses or have tried improv before as these courses are slightly more advanced.

### **13. Can I come to a one-off drop-in?**

Each drop-in has a different suggested experience level so please check the event page to make sure that the drop-in is suitable for you. If you're brand new to improv, we recommend taking one of our Improv Taster sessions or signing up for our Discovering Improv course

### **14. Is there an age limit on courses/classes?**

Yes, you must be aged at least 18 years old to attend our courses and classes.

## **Work with us questions**

### **15. I would like to do a show at your venue!**

If you're interested in bringing your improv show here, please email us with more information on [hello@improvtheatre.net](mailto:hello@improvtheatre.net) and we will forward it onto our programming manager.

If you have a show that isn't improv based but would like to put it on at our venue, please email our Venue Hire team at [venuehire@improvtheatre.net](mailto:venuehire@improvtheatre.net).

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

### **16. Can I hire the space for my party/rehearsal/meeting/event?**

We love to hear from people who'd like to hire our space and have a range of spaces and rates to suit your needs. Check out our [Venue Hire page](#) for more information and email us at [venuehire@improvtheatre.net](mailto:venuehire@improvtheatre.net) if you have any questions..

### **Any questions we've not answered here?**

Contact us at: [hello@improvtheatre.net](mailto:hello@improvtheatre.net) and we'll get back to you as soon as we can.