

## **FAMILY INFORMATION from ABERYSTWYTH ARTS CENTRE**

We know that visiting the theatre or cinema or going to see an exhibition with the family can involve logistical planning of the highest level! So we've prepared a sheet of information which might help you prepare for your visit to the Arts Centre. If you find it useful but think there's more info that we could add do let us know and we'll adapt it to suit your needs. Hopefully this will help your visit to the Arts Centre be as smooth as possible and prepare the whole family for an enjoyable show! See you soon!

### **WHAT CAN I BRING MY CHILDREN TO? CAN I BRING MY BABY?**

For our family shows we will advertise the age range suitable for that show to help you decide what to attend. There have been some lovely shows in recent years – everything from Sooty to stage versions of popular children's books, and in both Welsh and English. Plus don't forget we show lots of family friendly films, increasingly in 3D too which is great fun for everyone! Most of our family shows take place on Sunday afternoons at 2.30pm, and we always try to do matinee screenings of family films.

**For children under 2** admission is allowed to family/child friendly performances only. If preferred your child can sit on your knee and no additional ticket need be purchased. We are presenting an increasing number of 'Parent and Baby' screenings in our cinema – check on the cinema leaflets for details of forthcoming films. We also have our 'Clwb 1-2-3' every Friday lunchtime – creative, bilingual sessions for babies, toddlers and their parents/carers. We ask that you please do not attend other events within the Arts Centre's programme with children under 2 years of age.

**For Children over 2** you will need to purchase an individual ticket for your child. We advise you to check when booking as to the age guidelines on any specific show.

**Following Health and Safety Guidelines, we do not recommend that children of primary school age and under are brought to live music events where amplified music is being used.**

**Please note:** you may be asked to leave the auditorium if your child becomes unsettled or unhappy and is causing disruption to performers or other audience members. Out of consideration for performers and other audience members, please satisfy yourself that the event you are attending is appropriate for your child, and that both they and you will enjoy the event. If you prefer, we can book tickets for you at the end of a row, so that if for any reason you need to take your child out of the auditorium you can do this with minimum disruption for all concerned. The Arts Centre is committed to encouraging young people to experience the arts and enjoy performances, but we ask for your support in creating an environment where audiences young and old are able to enjoy a performance without disruption!

If you have any queries, please do discuss your concerns with the box office staff when you are booking your tickets, or with the Front of House Manager on duty at the performance you are attending.

Don't forget, we have lots of **classes and activities** for young children as well as performances – Stage School take in children from age 5 upwards (Saturday classes), our Dance School takes from age 3 upwards, and there are also general arts and crafts classes for young children too, including drop in

sessions where all the family can get involved. Details of all the classes are in our season brochures and website.

One of the big advantages of all the **exhibitions** at the Arts Centre is that they are free! Families are always welcome to look round any of the exhibitions we have on throughout the year, and there's always a member of staff on duty in Gallery 1 to answer any questions you or your children have – or there's a big table with things to do for young people to keep them occupied whilst you wander around the exhibition.

#### **TELEPHONE/WEBSITE FOR CHECKING ANY DETAILS ABOUT YOUR VISIT IN ADVANCE**

01970 62 32 32      [www.aber.ac.uk/artscentre](http://www.aber.ac.uk/artscentre)

#### **TICKET INFORMATION**

Our Box Office is open every day from 10am to 8pm Monday to Saturday and from 1.30pm – 5.30pm on Sundays. But you can book tickets 24/7 online via our website at [www.aber.ac.uk/artscentre](http://www.aber.ac.uk/artscentre)

We try and keep tickets for family events as low as we can where possible. If you are arranging a group visit for your child's birthday we are sometimes able to arrange a ticket discount for larger groups – so always check!

#### **HOW TO GET HERE, PARKING AND TRANSPORT**

The Arts Centre is right in the middle of the University campus – just take the main turning onto campus from the A487. Follow the campus road all the way round to its end (over the speed bumps) and you will reach the public car park and see the Arts Centre entrance ahead of you.

The public car park is right next to the Arts Centre. It is free in the evening after 5pm and at weekends, but there is a charge during weekdays. There is level access from the car park through to the main entrance of the Arts Centre.

The 504 bus will deliver you right up to the door of the Arts Centre if you get the right one – but other times only goes as far as the main entrance to the campus, so do check with the driver! There are a number of buses which come up to campus – including the 501 and 504, and other services stop on Penglais Hill close by – including the 502 circular and any services heading North out of Aberystwyth. For those living close to a train station in Borth or Machynlleth, it's also worth seeing whether the train can help 'take the strain'.

Taxis can drop you off right by the main entrance by Box Office – if you have pushchairs make sure you ask the driver to bring you right round to this entrance rather than the steps at the bottom of the piazza.

Please do allow plenty of time to get to the Arts Centre, park and unload everything you need – particularly if you are coming to an event such as a school concert in the hall, or panto in the theatre

where it there are likely to be lots of other people arriving simultaneously. In order to minimize disruption to other customers and performers, if you arrive after a performance has started you may be asked to wait until a convenient moment before being allowed into an auditorium (and for shows in the studio this might not be until the interval). No refunds are given for customers who miss parts of performances due to lateness. So give yourself a bit of extra time if you can and then you'll be able to relax and really enjoy the performance!

#### **CONTACTS AT THE VENUE ONCE YOU ARRIVE**

You can collect your tickets from the Box Office, which is just next to the main entrance through the big glass doors.

From there onward you will be in the capable hands of our 'Front of House' team. We always have a member of staff on duty during performances, who is called the 'Front of House Manager' - you can usually spot them as they tend to be clutching a walky-talky and standing in the foyer checking that everyone is OK! They look after our team of lovely volunteers who check your tickets as you go into the theatre, concert hall or cinema. If you have any problems or queries at any time, just ask any member of staff or one of our volunteers and they will either help you straight away if they can, or bring our Front of House Manager along to assist you.

If for any reason a member of your family or party gets separated from the main group, don't panic. Any lost children will be looked after by the Front of House team until reunited with their family. We can put announcements across the public tannoy system to help track down any members of your group who have somehow become detached from the main party.

#### **TOILETS**

There is a baby changing facility in a separate adapted toilet close by the Box Office.

There are public toilets by the Box Office, in the main foyer next to the café, and upstairs in the theatre foyer.

#### **FOOD, DRINK & SHOPPING**

Our café and bars sell a wide range of teas and coffees and plenty of soft drinks, hot food, salads, sandwiches, soup and lots of home-made cakes, and are always popular (with veggie and vegan options always available). There's no need to book in advance and everyone is welcome. We have high chairs available in the café and can heat up baby food for you.

There are picnic tables outside on 'chapel court' (the grass area by the main entrance) which are a popular location for family picnics, as there is plenty of room for running around.

Our café tables are reserved for customers of the café, so we'd prefer it if you didn't use those areas to eat your own food – although we don't mind the occasional birthday cake! If you would like to book anything special for a party, or reserve seating for a larger group just call our café manager, Joan, on

01970 624301 or our bar manager, Sarah, on 01970 622992.

Our Bookshop stocks a range of children's books in both Welsh and English, and can order in any special requests you might have. Our Craftshop stocks a range of lovely gifts for young children.

#### **ACCESSIBLE FACILITIES**

Facilities include parking for disabled people, accessible toilets, level access to box office and main foyer, with lift to theatre foyer level. Many of our films are subtitled and have audio described facilities. There are Hearing Loops in our theatre and concert hall. If you have any specific requests regarding your visit please do call the arts centre on 01970 62 32 32.

#### **LET US KNOW WHAT YOU THINK!**

We want to improve our service to you, so please do let us know if you think there's more we can do, no matter how small - it's the little things that make all difference. You can either tell a member of staff here during your visit or email your suggestions to [lla@aber.ac.uk](mailto:lla@aber.ac.uk) / call 01970 622889 after the event. Your comments will then be passed on to the individual or department best able to deal with it. Thanks in advance for your help!