



Snow White and the Seven Dwarfs – Friday 8 to Sunday 31 December 2023

WELCOME TO DARLINGTON HIPPODROME

We aim to help you get the most from your visit and this pack includes information on:

- Booking tickets
- How to find us
- Parking
- Contact details of theatre staff
- Pre-ordering interval ice creams and programme

We hope that this pack is a useful support for your visit. If you have any questions or special requirements regarding your visit, please feel free to contact:

Andrew Hutchinson-Clish

Visitor Experience Manager

01325 405517

andrew.hutchinson-clish@darlington.gov.uk

OTHER USEFUL CONTACTS

Kerry Griffiths

Box Office and Data Manager

01325 405516

kerry.griffiths@darlington.gov.uk

Cont...

Address: Darlington Hippodrome, Parkgate, Darlington DL1 1RR

Website: www.darlingtonhippodrome.co.uk

Box office: 01325 405405

Box office email: hippodrome.boxoffice@darlington.gov.uk

General enquires email: hippodrome.info@darlington.gov.uk

GETTING TO THE THEATRE

BY CAR

Approaching from the south

From the A1, take the A66(M) exit Junction 57. At the roundabout take the 1st exit on the A66. At the next roundabout take the 2nd exit toward the town centre, which takes you past the Blackwell Grange Hotel on your left. At the Sainsbury's roundabout take the 4th exit which leads onto the Darlington ring road. At the next roundabout, take the 2nd exit, still continuing on the ring road, and move into the right hand lane. At the main traffic lights turn right onto Parkgate and the Hippodrome is located about 200 yards on your left.

Approaching from the north

From the A1, take the A167 exit which is signposted for Darlington. Follow the road into town (about 3 miles) until you reach a large roundabout. Take the first exit, which is onto the Darlington ring road. Go straight over at the next roundabout (2nd exit). At the main set of traffic lights, turn left onto Parkgate and the Hippodrome is located about 200 yards on your left.

Approaching from the east

Follow the A66(M) towards Darlington. At Little Burdon roundabout take the first exit (A66). Go straight over the following roundabout, at the next roundabout take the third exit towards Darlington on the B6280. Continue on the B6280 over the next roundabout. After about 1 mile, at the roundabout take the second exit remaining on the B6280 Yarm Road. After about a mile take the second exit at the mini roundabout on to Parkgate; go past the entrance to Darlington railway station on your left and the Hippodrome is located about 300 yards on your right.

BY TRAIN

Darlington Hippodrome is a five minute walk from Darlington's train station. Darlington is a frequent stop on the East Coast mainline route as well as on local routes.

PARKING AND COACHES

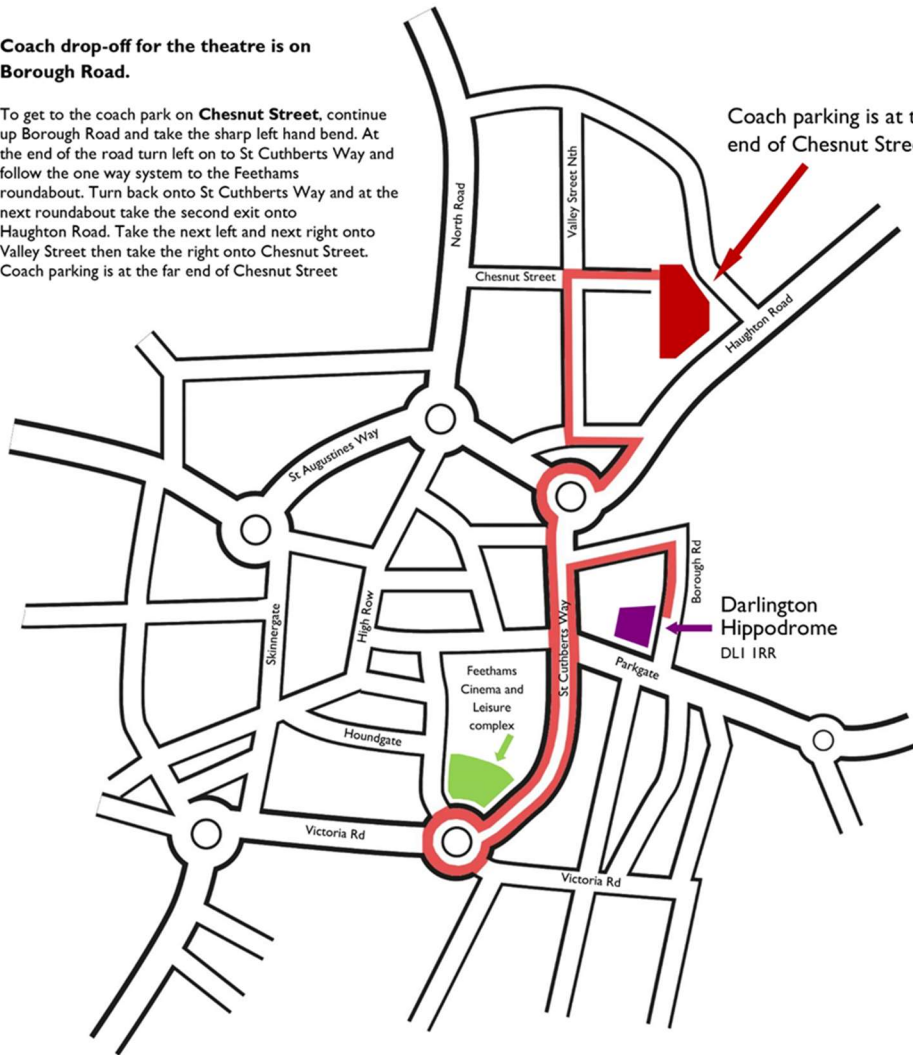
The coach drop-off point is on Borough Road with a coach park on Chestnut Street which is an 11-minute walk to the Hippodrome. Coaches park free at Chestnut Street but charges apply for other vehicles. Coaches can stop on single and double yellow lines (no kerb blips) to drop off and pick up passengers. They can also do that in resident permit bays BUT they cannot leave the coaches in these locations during the performance.

Cont...

Coach drop-off for the theatre is on Borough Road.

To get to the coach park on **Chesnut Street**, continue up Borough Road and take the sharp left hand bend. At the end of the road turn left on to St Cuthberts Way and follow the one way system to the Feethams roundabout. Turn back onto St Cuthberts Way and at the next roundabout take the second exit onto Haughton Road. Take the next left and next right onto Valley Street then take the right onto Chesnut Street. Coach parking is at the far end of Chesnut Street

Coach parking is at the end of Chesnut Street



Important information for School Groups

Please be aware of your group's safety as drop-off points can get busy pre-show. At the end of the performance it is the responsibility of the group leader to gather the group together and get back aboard your bus safely.

If you have a question or problem during your visit please talk to one of the Front of House staff and they will endeavour to help you or contact the Duty Manager for you. You will be able to easily identify the Front of House team by their uniforms.



BOOKING YOUR TICKETS

Schools group bookings can be made via our Box Office on **01325 405405**. Lines are open to take bookings Monday to Saturday 10am to 6pm.

The Box Office is open to take in person bookings Monday to Saturday 10am to 8pm (6pm on non-performance days). The box office is closed on Sundays unless a performance is taking place.

School groups do not need to pay for tickets straight away – reserve 10 or more tickets and you can pay the balance at the start of the new academic year in September.

Unless your tickets have been posted out to you, please collect your tickets from the Box Office at least 30 minutes prior to the start of the performance.

PANTOMIME SCHOOL GROUP DISCOUNTS

School tickets are only £10 (one free ticket with every 10 purchased) at performances on the following performances:

Tues 12 (10.30am & 2pm), Wed 13 (10.30am & 2pm) and Thurs 14 (2pm & 7pm).

Group Ice-cream price: £3 per head.

GROUP MEMBERS WITH ACCESSIBLE NEEDS

If you have members of your group with access requirements or would like to book tickets with an Essential Companion please inform the Box Office at time of booking as it may be difficult to reallocate seats at a later date.

PAYMENT

Cheques should be made payable to Darlington Borough Council.

Cheques should be made payable to Darlington Borough Council. We accept MasterCard and Visa. We can also send an invoice upon request with the following payment methods available; pay the invoice by cash or cheque at any Post Office, by post with cheque or by a bank credit.

NOTES FOR GROUP LEADERS

Before your visit

Please check confirmations and tickets immediately and call the Box Office straight away if you have a problem and we will do our best to rectify it for you.

Please note: only the group booker will be able to make changes to the booking.

Pre-order your programmes and ice-creams before you arrive. Not only do you get a discount but it also saves your group having to queue. Please talk to our Box Office staff about this.

You may find it easier to allocate individual seats in advance of your visit, using our seating plan at the end of this document or on our website.

Arriving at the theatre

Please arrive at least 30 minutes before the performance begins in order to collect your tickets from the Box office and to give your group enough time to use the facilities and get to their seats.

It is advisable to leave any shopping bags on your coach to give group members more room in their seats and to help avoid items being left behind.

Please ensure each member of your group has 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 who each seat is allocated to.

Please note that latecomers may not be admitted into the auditorium until a convenient break in the performance. Individual pre-ordered programmes can be collected from any of our Front of House staff. Larger orders to be collected from the Box Office.

During the performance

Please remind your group that mobile phones, iPads 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.

There will be an interval of around 20 minutes.

Individual pre-ordered ice-creams can be collected from any of our ice cream trays. Larger pre-orders will be brought direct to your seats.

After the performance

It may be easier to wait until other audience members have left the auditorium before moving your group. This makes it easier to keep your group together while exiting.

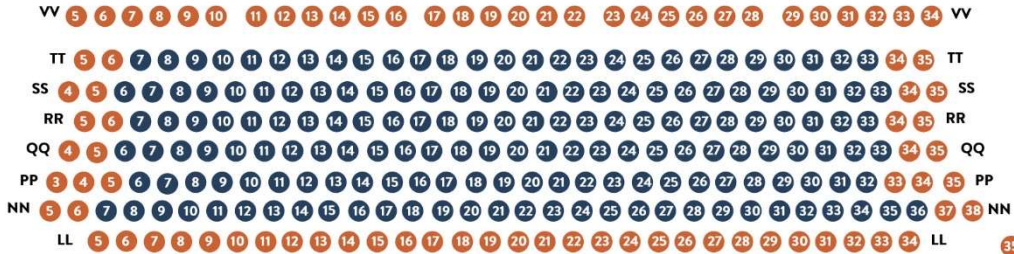
Remember to check your seats in the auditorium to ensure no personal belongings have been left behind.

FIRST AID

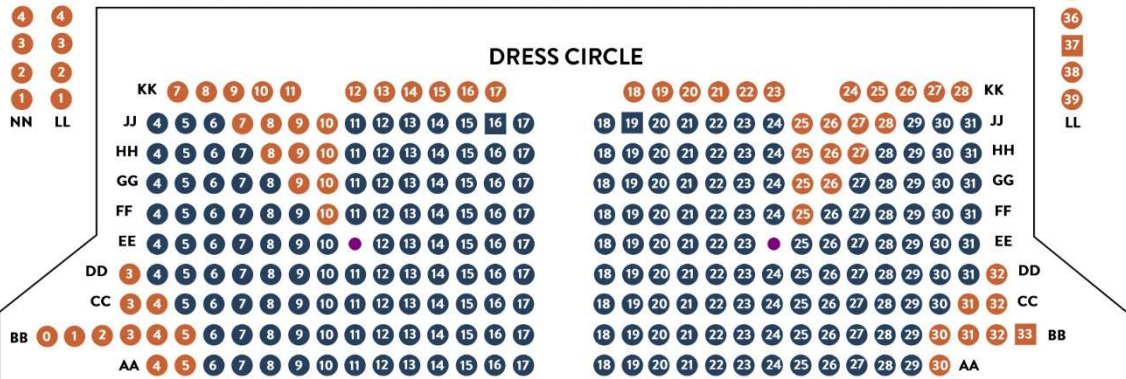
First Aiders are on duty at all performances. Please contact a member of the Front of House staff should you require a First Aider.

SEATING PLAN

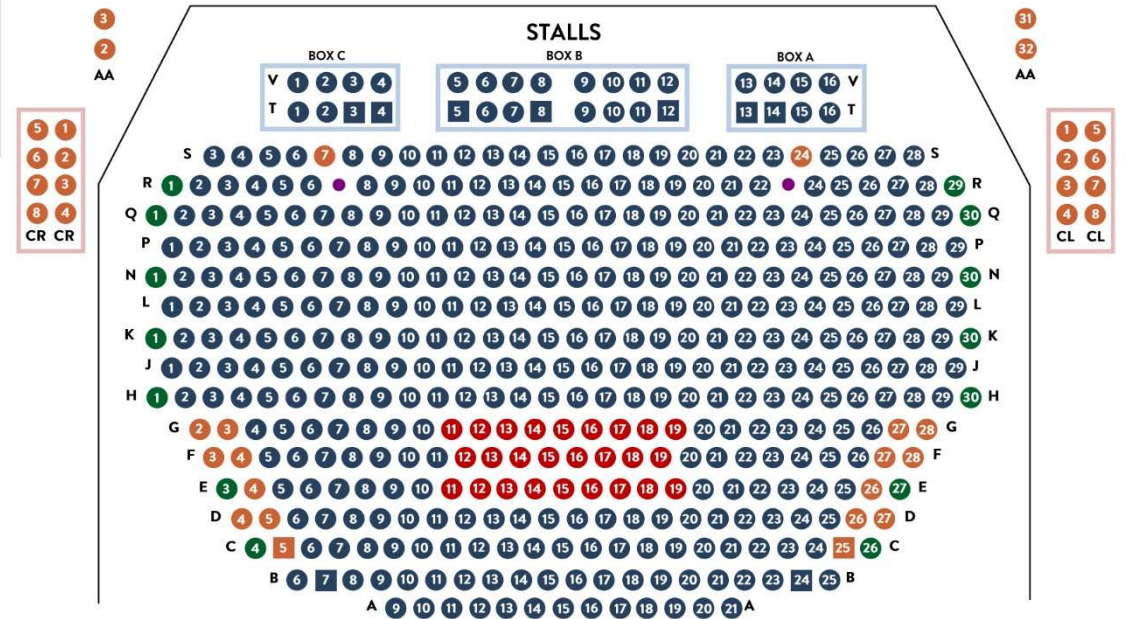
UPPER CIRCLE



DRESS CIRCLE



STALLS



STAGE

KEY: ● Standard Seat ● Premium Seat ● Restricted View ● Strapitan (folding) seat ● Pillar □ Wheelchair Spaces

Seating plan subject to change. For advice on choice of seats please contact the box office.