

## **GPOAT**

### **What are the Group offers?**

You can save £3 each with a group of 10 + or £5 each with a group of 25 + (full priced tickets only)

### **How do I make a group booking?**

**There are three different ways to make a group booking, if you have all the details for your visit confirmed and are ready to pay then please follow these steps;**

1. Book online, making sure to select the group option when prompted
2. Call us on **01244 409 113 (option 1)**
3. Book in person at Storyhouse

**If you would like to reserve tickets whilst you confirm your visit and exact numbers, then please follow the below steps;**

1. Make an enquiry with the Group Sales Officer, Alex on [groups@storyhouse.com](mailto:groups@storyhouse.com) or call Mon – Fri on 01244 747 417. You will need to inform us of the performance, the chosen date and a rough idea on how many people are in your group.
2. The Group Sales Officer will then confirm your reservation which protects your seats as well as the quoted prices. They will also inform you of the date we can hold your reservation until so you will have plenty of time to confirm your final details
3. Once this date is reached you will need to confirm your final numbers and choose a method of payment. The Group Sales Officer will then send you across your booking confirmation as well as a seating plan, please note that the booking can't be altered after this stage.

### **How will I receive my tickets?**

To be as green and efficient as possible, we will send out an e-ticket that will summarise the whole booking. This ticket can either be printed off or shown on a smartphone. If you would like to have individual tickets for your group, then you can visit one of Storyhouse's ticket machines with your last name and booking reference to print them off. Please allow plenty of time to do so before the performance.

### **Can I reserve specific seats?**

You can choose the area in which you would like to sit (Covered Terraces, Picnic Chairs etc) but the seat within these areas are unreserved and claimed on a first come basis but our Front of House team will try their best to seat groups together. The doors for the Grosvenor Park Open Air Theatre open an hour before the performance start time, so arrive early to get the best seats.

### **Where is the Grosvenor Park Open Air Theatre located?**

Grosvenor Park is located in the heart of Chester city centre. If you are using a sat nav, use postcode CH1 1QQ (Vicars Lane). You can also follow the AA Road Signs to Open Air Theatre. Local, regional and national train services all run from Chester Station, which is a 10-minute walk away. And, Chester Bus Station is also just a short walk away.

### **Where can I park?**

The nearest car park is the NCP at Pepper Street (follow the AA Road signs for parking) and Grosvenor Park Open Air Theatre customers will receive a 25% discount on standard tariff if arriving before 6pm, or a 50% discount if parking after 6pm (you will be given a ticket on at the theatre to redeem). Disabled parking is available at the NCP Pepper Street. Please note that this car park closes at 12.00pm.

If you use other car parks, then please check closing times as in the event of rain delay the finish time may be a little later. If using the Newgate car park (Grosvenor Shopping Centre) then evening access is via the car ramp. Otherwise street parking is available at night a few minutes' walk away.

### **Where are the coach drop off / pick up points?**

Coach drop-off is permitted on Vicars Lane (adjacent to Grosvenor Park). Parking for coaches and Mini-buses is at Little Roodee, Grosvenor Road, Chester CH1 1SL. We advise all group leaders to plan in advance the details of where to be picked up from with their coach company.

### **Can I bring our own food?**

Yes, you are more than welcome to bring your own food with you, this includes glass bottles and alcohol.

### **Can I organise picnic boxes for my group?**

Yes, you can pre-order picnics and ice-creams when you book your tickets. Please note that the picnic boxes aren't available to purchase on the day, but our theatre bar can sell you treats and snacks as well as wine, juices, prosecco, summer drinks and tea, coffee and hot chocolate.

### **Can I drink alcohol in the theatre?**

Yes, you can, you can either buy from us at the theatre bar or bring your own.