

FAQs

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 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.

Who qualifies for a group booking?

Any group! Whether you are a social club, office outing, organised club or a group of friends, as long as there are at least 10 of you, you can take advantage of group discounts (where applicable).

What can I make a group booking for?

If you have a group of 10+ then you can make a booking for performances in the Storyhouse Theatre, the Grosvenor Park Open Air Theatre, the Storyhouse Cinema as well as performances in The Kitchen and Garret Theatre.

Can I reserve tickets before I purchase them?

Yes, if you don't have your final details together but want to reserve the best seats then you can reserve your tickets for you for a discretionary period of time. This can vary depending on the availability of the show and will be discussed with you at the time if the reservation.

Do you offer specialist group rates?

For Made by Storyhouse productions, **Groups of 10+** can save **£3 per ticket** or even better if you have a **Group of 25+** you can save **£5 per ticket**. Selected touring performances also offer discounts against full priced tickets, if you would like to enquire about an individual show then please contact our Group Sales Officer for more information.

Who's eligible for a free ticket?

Guests who require an essential companion in order to visit Storyhouse, are entitled to a free ticket for their personal assistant. For more information regarding this or to register online, please see our website <https://www.storyhouse.com/access>. This can also be done either over the phone **01244 409 113 (option 1)** or via email groups@storyhouse.com.

We also offer one free teacher ticket for every six pupils from **primary schools** and one free teacher ticket for every 10 pupils from **secondary schools and colleges**. *(Please note this only applies to Storyhouse produced shows. Education discounts vary for visiting shows)*

Can I use promotional offers with a group booking?

Promotional offers cannot be used in conjunction with a group booking as a discounted rate is already applied for group parties.

When do I need to pay for my group booking?

We will discuss this with you at the time of confirming your reservation. Please note that all group booking will need to be paid for before your visit to us.

How can I pay for a group visit?

Once you have confirmed your numbers with us, there are different ways in which you can pay for your booking.

1. Pay over the phone on 01244 747 417,
2. Send us a cheque made payable to 'UK Storyhouse ltd'
3. Our finance team can send you an invoice as well as our bank account details - Please ensure that you give all the relevant information when requesting an invoice as your payment method.

Once you have decided, please inform us on how you would like to pay for your group booking.

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 get a refund / exchange my tickets?

We do not offer refunds but can exchange tickets up to 48 hours before a performance. Exchanges are only processed on the phone and cannot be processed in person. Administration fee is £2.50 per transaction. To exchange, please call **01244 409 113 (option 1 – a £2.50 phone transaction fee applies)**. There may be a price difference, even for the same show.

Some things to bear in mind:

Exchanges must be for the same show

The exchange must take place 48 hours before the start of the performance

Exchanges must be for tickets of the same value or higher – you will be required to pay the difference if the value is higher.

If the new tickets are of a lesser value, we cannot refund the difference
Discounts are only honoured if they are also valid for the replacement performance.

What happens if the performance is cancelled?

If an event is cancelled or re-scheduled, we will contact you via the details you have provided us with at the time of creating the booking. We will aim to contact you in advance of the advertised start time but unfortunately, we can't guarantee that you will be informed of such cancellation before the date of the event.

Where can I get information about access for visitors with disabilities?

If you have any questions about visiting Storyhouse with a guest who has disability, please visit our access page on our website <https://www.storyhouse.com/access> . This page will tell you all about the buildings accessibility as well our latest accessible performances and you will also be able to sign up to our Access Register. Or if you would prefer to call us, you can reach us on **01244 747 417**.

Do you offer Accessible performances at Storyhouse?

Yes, for Made by Storyhouse productions we offer selected dates where we have Caption Subtitles, Audio Description, BSL and Relaxed performances. Accessible performances are also available on selected touring productions. Please see our website for the dates;
<https://www.storyhouse.com/accessible-performances>.

Where is Storyhouse located?

You can find us on Hunter Street in Chester city centre, CH12HH.



Where can I park?

The nearest car parks to Storyhouse are the Market Car Park, CH12BB and Delamere Street Car Park, CH22AY

Where are the nearest disabled spaces?

The nearest car park is Market which has 8 disabled spaces – 200 metres from nearest exit. There is also free on street parking /car park for blue badge holders on Hamilton Place and Goss Street (4 hours max) – c.300 metres away.

Can I get to Storyhouse by Bus?

There are lots of Bus routes that journey into Chester city centre and we are just down the road from the Chester Bus Exchange providing easy access from destinations such as Liverpool, Ellesmere Port, and Wrexham. To plan your journeys please visit; www.traveline.info

Can I get to Storyhouse by Rail?

Chester Railway Station has great links to Cheshire, Wales and Merseyside and is approximately a 20-minute walk away from our front doors. To plan your journeys please visit; <http://www.nationalrail.co.uk>

Where are the coach drop off / pick up points?

Storyhouse is located in the historic city of Chester and many areas surrounding the building are pedestrianised with narrow streets. Coach drop-off is permitted on Hunter Street (adjacent to Storyhouse) which is accessed via Northgate Street. 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. On busy performances it may not be possible for all coaches to park on Hunter Street at once. However, your group will be able to wait inside the auditorium at the end of the performance whilst the coaches arrive.

How can I make our visit extra special?

In the heart of Storyhouse is Chester's newest and most exciting restaurant – The Kitchen. Check out the website on <https://www.thekitchenstoryhouse.co.uk/> to explore the menu and book a table!

Or why not visit the rooftop Garret Bar, which is a beautiful bar with panoramic views, open during main theatre events so perfect for pre-theatre and interval drinks.

How can I book a private event?

If you are interested in hiring one of Storyhouse's spaces for a private event, then please contact our Events Officer on eleanor.brick@storyhouse.com.