

VENUE FACT PACK – THE SECRET GARDEN

GETTING HERE

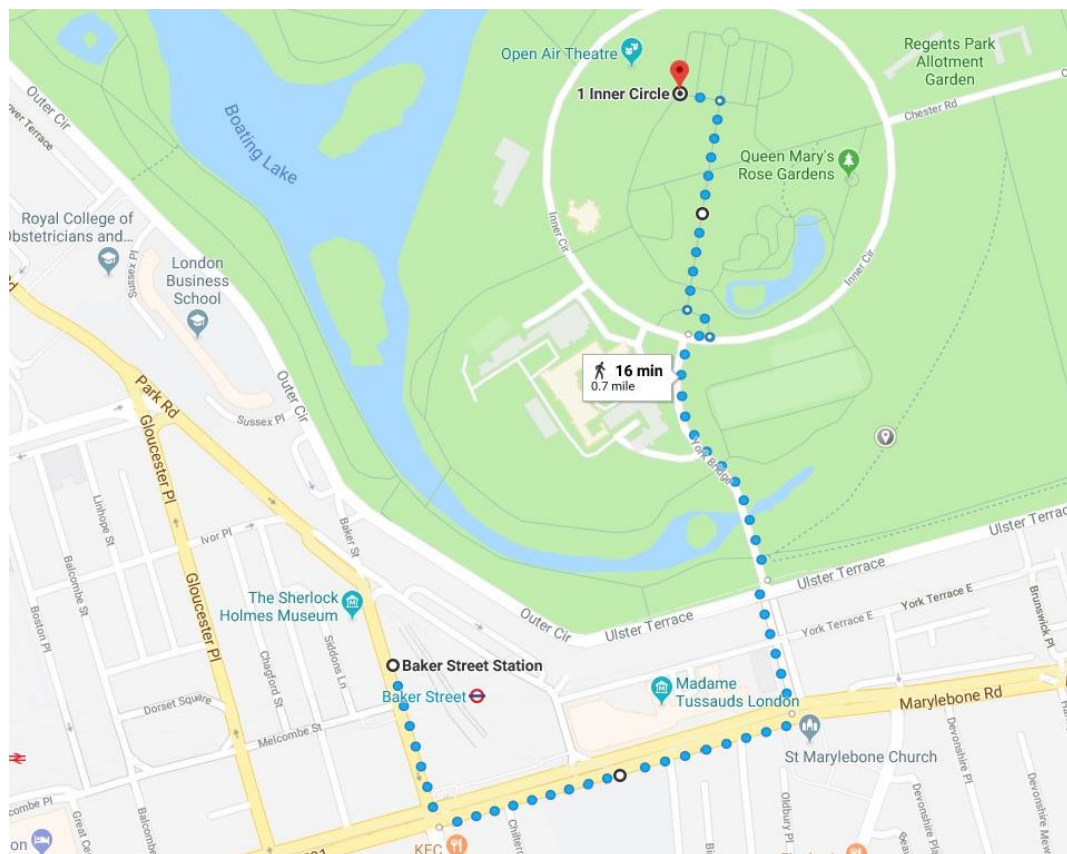


The theatre is located in Queen Mary's Gardens, right in the heart of Regent's Park.

TUBE

Baker Street is the closest tube station and is served by the Bakerloo, Circle, Hammersmith and City, Jubilee and Metropolitan lines.

Baker Street station is a 16-minute walk to the theatre. The map below shows you the best route to take.



CAR

Parking spaces, including a number of disabled parking spaces, are available on the Inner Circle. Charges for pay and display parking are:

Monday to Saturday – 70p for 15mins, 9am – 6.30pm (with a maximum staying time of four hours).

Sundays and Public Holidays – 50p for 15mins, 9am – 6.30pm (with a maximum staying time of ten hours)

Disabled badge holders and motorcycles park free of charge. No coaches.

WHEN YOU ARRIVE



The Box Office is the main entrance to the theatre. On the day of the performance, it will be open at: 9.30am

If you need to collect your ticket, please speak to a member of the Box Office team.



The gates to the theatre will open at:

3.30pm for the 5pm show

Depending on how busy the performance is, there may be a queue.

A member of staff will check your ticket. They may ask to take a look inside your bag.



For easier access, you may enter via the Theatre Exit Gate which is located on the Inner Circle. A member of staff will be stationed there from the time the site opens until the performance begins. There is also an intercom system to the right hand side of the gate.

INSIDE THE THEATRE GROUNDS

When you come through the main box office entrance, turn left and walk down the ramp.



To the left, you will see a picnic lawn with picnic tables. Feel free to relax here before the performance. The performance starts here on the picnic lawn.

There is a snack bar and pizza oven where food can be purchased on the day. (Vegetarian and Vegan options available.)

There is also a water bottle re-fill station at the end of the Box Office wall as you enter the theatre, and also at the end of the bar by Gangway 3.



Before and during the show you can go to the toilet, walk around the grounds or just stay in your seat.

Mens', Ladies' and Gender Neutral toilets are located opposite the picnic lawn, including two accessible toilets.



If you need help, have any questions, or would like to buy a programme, there are lots of friendly staff members. They will be wearing black polo shirts with a Regent's Park Open Air Theatre logo. Programmes cost £2.

GOING INTO THE AUDITORIUM



The doors to the auditorium will open at approximately 2pm. This will depend on the weather, as rain might delay the checks and preparations of the stage management team.

On your ticket, it will let you know which gangway (1, 2, 3 or 4) to enter through, and the gangway numbers are on the ceiling of the bar.

Inside the auditorium, an usher will guide you to your seat.

The auditorium is very large and is completely uncovered! Every seat offers a great view of the stage.

When it's time for the performance to begin, you'll be asked to take your seat.

THE PERFORMANCE



The performance of *The Secret Garden* lasts for approximately 2 and a half hours including a fifteen minute interval.

Unlike other theatres, we can't turn off the lights! So the theatre will not go dark when the performance starts.

There might be lots of noise. If you want to join in, please do. Take a look at our visual guide to the story, which will tell you what happens in the show.

As the auditorium is uncovered, there may be noise from planes and helicopters overhead and sometimes pigeons, or other birds, fly into the auditorium.

CHILL OUT ZONE

If you want to leave the auditorium at any time, there is a chill out area in the Studio, just off the picnic lawn. A member of staff can show you the way. You can relax there on our bean bags or do some colouring before going back into the show.



THE WEATHER

On Sunday 14 July, the forecast is for mild, warm weather

As the auditorium is uncovered, here is how to prepare for the weather for the start of the show:



- Cover up to protect you from the sun;
- Wear a head covering (please note that parasols are not permitted);
- Apply high factor sun cream;
- Drink plenty of water; we now have two water bottle refill stations available on site, and there will be jugs of water on the bar;
- If you start to feel unwell during your visit, please speak to one of our Visitor Services Assistants in the black polo shirts.

If you get too hot, the chill out zone is open throughout the afternoon.

Of course, there's always a chance of rain, so we suggest you bring a waterproof too. Umbrellas are not allowed on the lawn for this show.

If it's only lightly raining, we'll carry on with the performance as planned. If there's lots of rain, we might delay the start of the performance until it gets lighter. If it gets very rainy during the show, we might pause the performance and you can take shelter under the covered bar area.

Sometimes, it rains so much and for so long that we might have to cancel the performance. It is rare that this happens and we try our very best not to!

Whatever the weather, performances are never cancelled before the advertised start time. If the performance is cancelled, section 5.7 of our terms and conditions (exchanging tickets for weather-related cancellation) will apply. Your tickets can be exchanged into any future performance of our main productions, although these won't be adapted as relaxed performances. Please speak to a member of staff who will be able to guide you through the process.

AFTER THE PERFORMANCE

At the end of the performance, some audience members will clap to let the actors know that they enjoyed it. You can clap if you want to, but you don't have to.

The actors will come back on stage to bow (called a curtain call).

After the actors have bowed and left the stage, you'll know that the performance is over.

It could be quite busy as people leave the auditorium. If you'd like to, you can wait in your seat and leave when it's a bit quieter.

You can leave the theatre the way you came (via the Box Office) or, if you prefer, you can leave via the Theatre Exit Gate at the bottom of the picnic lawn.

To get back to Baker Street, turn left out of the Theatre Exit Gate (back onto the Inner Circle) and turn right onto York Bridge. This will take you back the way you came if you followed the map at the start of this pack.

We hope you enjoy your visit, but if you have any questions, please contact us on 020 7467 4903 or email education@openairtheatre.com