



A HANDY GUIDE FOR ADULTS

BOOKING TICKETS

- You can book your tickets online at www.chapter.org 24 hours a day
- An Adult and Baby ticket is £10 (£5 each), an additional adult is £5 each and an additional baby is £5 each. All members of the group, including babies, must have a ticket.
- Bookings will be allocated together and can include a maximum of 2 babies and 2 adults from the same household or extended household within one seating pod. To comply with social distancing regulations, you must not book to be seated with adults outside of your household.

GETTING TO CHAPTER

Chapter is situated in Canton, behind Cowbridge Road East, between Llandaff Road and Market Road. We are easily accessible from Cardiff City Centre with our own car park at the rear of the building. There are also several car parks nearby*. Bus numbers 17 + 18 buses (Chapter Arts Centre stop) every 5 minutes from Cardiff Central. Ring 029 2030 4400 for more details

The public car parks in Canton are operated by Cardiff County Council and are free after 6pm Mon - Sat and all day Sunday. From 8am-6pm you can park for up to two hours for free. Above two hours there is a standard charge of £3 per day.

You can find more detailed directions to the venue here; <https://www.chapter.org/your-visit/directions/>

BEFORE THE SHOW

Upon arrival you need to register at Stiwidio Seligman. This is the building to the right as you look at Chapter's main entrance. Once everyone has arrived, a member of staff will give a short welcome speech with some guidance for the experience before taking you to the performance space. You will be led to your own flower seating pod. You will be able to store your buggy along with any personal items you want to leave in a special allocated parking space that relates to your flower seating pod that you can collect after the performance.

PARENT AND BABY FACILITIES

There are baby changing facilities in the Stiwadio Seligman and in the main Chapter building which can be accessed via First Space and then along the cinema corridor. A member of Chapter staff will be able to point you in the right direction. Breastfeeding is always welcome. Please note there are currently no bottle warming facilities.

DURING THE SHOW

The performance lasts between 20 and 25 minutes - depending on how much the babies laugh! Immediately after the performance there will be a 20 minute 'Stay and Play' session for the babies (and you). The whole experience will last 45 minutes in total.

The performance will take place outside. It will be outside the Chapter building, on the tarmac at the front of the building between the allotment garden and the bike racks.

You and your baby will be allocated a flower seating pod on arrival. You will be invited to sit on the floor on a cushioned mat with a free-standing sun umbrella to the rear of the mat that you can angle to provide shade for the baby if it is sunny. These seating pods will be placed at least 2m apart from any other mats, other audience members and the performer at all times.

We're really keen to encourage the babies to respond however they like - gurgling, laughing, commenting (if they've started talking!), or hiccupping! If your baby does get unsettled by this new experience (even though it's been designed to be a relaxing introduction to theatre), we often find that by you simply standing up and moving slightly further away, they are soon relaxed enough to stay watching the performance. If your baby gets really upset, then you can always take them away from the audience space for a feed or a cuddle and come back in as soon as they're ready.

FREQUENTLY ASKED QUESTIONS

What age is this show suitable for?

This show is suitable for **babies aged 3-18 months**. No older children (including siblings) will be able to be accommodated. Children older than 18 months will not be engaged with the show as it is not suitable for them.

What happens in bad weather?

If there is heavy rain or very bad weather that means the planned performance cannot go ahead, you will be notified as soon as it is possible to do so. You will be offered an alternative performance in the run to move your tickets into in the first instance but if this is not convenient then you will be offered a full refund. To receive a refund in the eventuality that the show is rained off and you are unable to attend another performance, please email box.office@chapter.org.

In response to Covid 19 Pandemic Restrictions

- We will be adhering to social distancing guidelines and each seating pod will be at least 2m away from any other seating pod and the performer. All staff will also adhere to social distancing and our staff will be on hand to remind everyone attending of the 2m guidelines, so that you can sit back and relax.

- Each seating pod will only seat yourself and your baby or up to 2 babies and 2 adults from your own family bubble.
- In total the seating capacity will range from 16 babies and adults to a maximum of 24 babies and adults.
- You will need to book online at www.chapter.org and provide your contact details. This will be for Track and Trace purposes but also to notify you of any last-minute changes due to weather.
- Each seating pod and all play items will be thoroughly cleaned with baby safe disinfectant and sanitiser between every performance.
- You are welcome to wear a face covering. Face coverings for children under the age of 3 however are not recommended for health and safety reasons.
- There will be sanitisers on site and available for all to use. There will also be warm water and soap available in the toilets for hand washing.
- Please do not attend the event booked if you answer yes to any of the below questions...
 - Do you or any of your party booking have any symptoms of cough, fever or high temperature or chills, shortness of breath or breathing difficulties, a loss or change to your sense of smell or taste?
 - Have you or any of your party been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?
 - Are you a close contact of someone who is a confirmed or suspected case of COVID-19 in past 14 days? (close contact is defined as within less than 2m for more than 15 mins a day)
 - Have you or anyone else in your party been advised to self-isolate at this time?
 - Have you or anyone else in your party been advised to shield at this time?
 - Are you or anyone else in your party currently awaiting results of a COVID-19 test?
 - Are you or anyone else in your party within the category defined as at higher risk with regards to COVID-19?
 - Is a member / members of your or anyone else in your party's household with the category defined as at higher risk with regards to COVID-19?
- If you did answer yes to any of the above questions, please inform us by email hello@theatriolo.com as soon as possible or call us on 029 20613782 at least 24 hours before the performance and we will issue you with a full refund and try to re-sell your tickets. Unfortunately, we are unable to offer refunds within 24 hours of the performance.

I have more questions...

If you have any more questions, please do drop us an email to hello@theatriolo.com or call us on 029 20613782 and we will be happy to help.