



## A HANDY GUIDE FOR ADULTS

### BOOKING TICKETS

- HOOF! will take place outside Chapter between Tuesday 15 until Friday 19 December 2020 at 4pm, 5.30pm & 7pm each day.
- You can book your tickets online at [www.chapter.org](http://www.chapter.org) 24 hours a day
- You will need to book a Family Group ticket, so that you can be together as a family during the show. Each Family Group must be no more than 6 people. All people from in the group, must be from the same household or extended household. To comply with social distancing regulations, you must not book for anyone outside of your household / extended household.
- You are welcome to come to HOOF! at the same time as friends and family in other households, but please note you will have book separately and maintain 2 metres social distancing at all times during the performance.
- Groups must consist of at least 2 people. All groups must have at least one child.
- Each ticket will cost £2 each. All members of the group, including babies, must have a ticket, but children under one will be free of charge.

### 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/visit/how-to-find-us/>

### BEFORE THE SHOW

Please arrive at Chapter no more than 15 mins before the show starts. Upon arrival you need to register with our Theatr Iolo staff at the front of the Chapter building. On arrival we will give you guidance on where to stand, point out the sanitiser station and where the toilets are. You will be able to keep any pushchairs and/or any other personal items with you. Please prepare to be stood

outside by dressing up warm as there will be no heating or overhead cover provided for the audience.

## FACILITIES

There are a small number of unisex toilets, including baby changing facilities, in the Stiwidio building available for audiences to use. We do however encourage audiences to use the toilet before they leave the house in order to help us limit the amount of people using the facilities on site. Please note that these are inside a public space so all adults (except those who are exempt) will need to wear a face covering as per Welsh Government regulations.

## DURING THE SHOW

The fun experience will last 20 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 Stiwidio theatre building.

You and your family will be placed in a holding area on arrival and then allocated a marked standing position, where you will remain throughout the performance. These areas will be placed at least 2m apart from any other audience members and from performers at all times.

Audience members will be asked to stand for the duration of the performance (20 mins in total) There are no seated positions, however if you or a member of your household has access requirements, please email [hello@theatriolo.com](mailto:hello@theatriolo.com) and we will do our best to accommodate any specific requirements.

This performance will be presented in a relaxed format, but will include stage lighting, music and sound effects, although no loud bangs or strobe lighting. We're really keen to encourage your family to respond however you like and if, for whatever reason, any of your family become unsettled or upset and you would like to move away from the performance area, you are welcome to return to the front of the Chapter building and come back as and when you and they are ready.

This highly visual show will only include a small amount of spoken word. Deaf and hard of hearing audience members will be given a handout to explain this audio.

## AFTER THE SHOW

At the end of HOOF! experience, you will be asked to move away from the performance area and leave the site.

We would love you to give us your honest feedback on your experience by sharing your comments on social media using the hashtag #HOOF and you can tag us in on Twitter or Instagram using @TheatrIolo or on Facebook.com/TheatrIolo

It would also be amazing if you could complete a very short post show survey that will be emailed to you following the performance. The survey will also be available on our website and social media channels.

**Join our Mailing List** to find out more future Theatr Iolo events and shows by joining on our website or by emailing [hello@theatriolo.com](mailto:hello@theatriolo.com).

## FREQUENTLY ASKED QUESTIONS

### **What age is this show suitable for?**

This show is targeted at **children aged 4+** but is suitable for all the family!

### **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.

### **In response to Covid 19 Pandemic Restrictions**

- We will be adhering to social distancing guidelines and each family group will be at least 2m away from any other groups and the performers. 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 relax and enjoy the experience.
- Each ticketed family group will only be for the adults and children within your own household / extended household.
- In total there will not be more than 24 people in the audience, to provide you all with plenty of space and good viewing positions.
- You will need to book online at [www.Chapter.org](http://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.
- You are encouraged and welcome to wear a face covering if you are able to do so. 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 also.
- 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 [ticketing@chapter.org](mailto:ticketing@chapter.org) 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](mailto:hello@theatriolo.com) or call us on 029 20613782 and we will be happy to help.