



A HANDY GUIDE FOR ADULTS

BOOKING TICKETS

- HOOF! will take place outside Llanrumney Hall between Saturday 20 until Wednesday 23 December 2020 at 4pm, 5.30pm & 7pm each day.
- You can book your free tickets at Llanrumney Hall by visiting their information desk and speaking to a member of staff or volunteer. Unfortunately, tickets will not be available to book over the phone as they need to be picked up in person.
- 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.
- All members of the group, including babies, must have a ticket.

GETTING TO LLANRUMNEY HALL

Llanrumney Hall is situated at Ball Road, Llanrumney, Cardiff, CF3 4JJ.

You can find more detailed directions to the venue here; <https://www.llanrumneyhall.org/>

BEFORE THE SHOW

Please arrive at Llanrumney Hall 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 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 toilets within the main building available for audiences to use, including baby changing facilities. 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 in the wooded area on the site.

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 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 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 HOOFF! 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 lolo events and shows by joining on our website or by emailing 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.

I've got my tickets but can't come anymore. What shall I do with my tickets?

If you can't make the performance you've booked for and what to change the dates and/or time please come back to Llanrumney Hall and we'll do our best to swap them for another performance.

If you just want to return your tickets, please drop them back to Llanrumney Hall so we can give them to another family. Alternatively, you can ring Llanrumney Hall on 02920 001441 or email hello@theatriolo.com. If you have a family you would like to give your tickets to, please let us know so we have the correct information for Track and Trace.

If you are self-isolating due to COVID-19 please DO NOT come to Llanrumney Hall to return your tickets. Either ring Llanrumney Hall on 02920 001441 or email hello@theatriolo.com so we can give your tickets to another family.

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 at Llanrumney Hall 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 hello@theatriolo.com so we can give your tickets to another family. Please do not return your tickets in person if you are self-isolating.

I have more questions...

If you have any more questions, please do drop us an email to hello@theatriolo.com or call us on 02920 613782 and we will be happy to help.