

**2021 OUTDOOR SUMMER SEASON**

**FREQUENTLY ASKED QUESTIONS**

**Safety**

**Q: What Covid secure measures are in place at The Watermill Theatre?**

A Covid-19 Risk Assessment of our premises has been carried out to identify sensible measures to control the risks for audience members, performers and staff whilst on site:

* There is signage around the site explaining routes, hygiene procedures and the location of sanitiser stations.
* There are protection screens in place where close contact between audience members and staff may be necessary.
* To reduce crowding we have significantly reduced the number of audience members we are welcoming onsite for each performance.
* All performances will take place outdoors with audience members seated in socially distanced 2m x 2m areas with space between neighbouring areas.
* Each area will seat up to six people; there are single seats for individual bookers or tables for two, four or six people.
* All areas are reserved. Seating and tables cannot be moved or relocated to join another area.
* Our site is accessible, and wheelchairs can be accommodated at any table, but you may find the tables nearest the pathways more convenient.
* Face coverings, unless exempt, must be worn indoors and when moving around the site.
* We ask that you observe social distancing at all times when moving around the site.
* Our kitchens have been re-arranged to enable our Chefs to observe social distancing.
* Staff will wear gloves and face coverings for food service.

**Booking**

**Q: How many people can come to an outdoor performance in The Watermill Theatre garden?**

**The Hound of the Baskervilles**
Performances take place on the front lawn at The Watermill. There are 24 tables available for each performance and four single seats. Tables can seat either two, four or six people from one party only. The maximum capacity is 82. Tables must be booked in advance.

**As You Like It**

Performances take place on the back lawn at The Watermill. There are 31 tables available for each performance and eight single seats. Tables can seat either two, four or six people from one party only. The maximum capacity is 106. Tables must be booked in advance.

**Just So**

Performances take place on the back lawn at The Watermill. There are 31 tables available for each performance and eight single seats. Tables can seat either two, four or six people from one party only. The maximum capacity is 106.Tables must be booked in advance.

 **Q: How much are tickets?**

Tickets for all shows are £25 per person. There are seating areas for one, two, four or six people from one party only. Your party must book a full table, regardless of group size. If there are four people in your party but you wish to book at table of six, then you must pay for six seats.

18 – 30 years: There are a limited number of £15 solo seats available. These tickets are only available in the ‘solo’ seating area. Please bring proof of entitlement which may be requested.

 **Q: What is included in the ticket price?**

The ticket price is for admission only. Your party will have access to your seating area for the duration of the performance. For table seating, there will be one table and one chair per person provided. You may wish to bring a cushion. Solo seats do not have a table unless you are dining before the show.

 **Q: How do I book a table?**

Seating is reserved. Bookings can be made online by visiting [www.watermill.org.uk](http://www.watermill.org.uk) or by contacting the Box Office on 01635 46044 during our opening hours which are Monday – Saturday from 10am – 6pm. If you wish to dine with us, a reservation can be made at the same time as booking your tickets.

 **Q: What time do the outdoor performances begin?**

**The Hound of the Baskervilles**

Monday to Saturday evening performances at 7pm
Thursday and Saturday matinées at 2pm
No performance on Monday 31 May. Additional matinée Wednesday 2 June at 2pm

**As You Like It**

Monday to Saturday evening performances at 7pm
Thursday and Saturday matinées at 2pm

**Just So**

Friday 30 – Monday 2 August evening performances at 7pm (excluding Sunday)
Tuesday to Saturday evening performances at 7pm
Tuesday, Thursday and Saturday matinées at 2pm

**Your Visit**

**Q: What time can I arrive?**

We encourage visitors to arrive in good time as the admission process currently takes longer than normal. For the purposes of NHS Test and Trace.

For 2pm performances, doors open at 11.30am.

For 7pm performances, doors open at 4.30pm

The bar will also be open from these times.

The restaurant will be serving lunch, supper and cream tea (after matinée performances only). Please make your dining reservation in advance by calling the Box Office on 01635 46044. For more details, please see ‘**Is food and drink available at The Watermill Theatre?’**

**Q: What will happen when I arrive?**

When you arrive there will be a desk on the front drive where you can collect your tickets. To comply with the NHS Test and Trace Service, we will ask you for your contact details if we do not have them already. Our staff will then direct you to your allocated seating area.

**Q: Can I bring my own food to the performance?**

Only food and drink purchased at The Watermill may be consumed on the premises. Unfortunately, picnics are not permitted.

**Q: Is food and drink available at The Watermill Theatre?**

Yes, the restaurant and bar will be open and serving food and drinks before the performance. A full menu is available on the website.

The bar will open at 11.30am on matinée days and 4.30pm before evening performances.

Lunch will be served from midday – 1.30pm on matinée days.

Cream teas will be available after matinée performances only and must be pre-ordered before the performance.

Dinner will be served from 5pm – 6.30pm before evening performances.

A Light Bites menu will be available before the show or during the interval. You can pre-order your selection or place an order with a member of staff on arrival. Visit the website to see the menu.

Restaurant reservations can be made online or through the Box Office (01635 46044) when purchasing your tickets.

**Q: How much does lunch, supper and cream tea cost?**

Pre-show two-course lunch - £18.50 per person

(Homemade bread platter & olives, main course & dessert)

Pre-show two-course supper – £18.50 per person

(Homemade bread platter & olives, main course & dessert)

Cream tea - £6.95 per person

A Light Bites menu is also available.

Lunch, supper and light bites menus are available on the website.

Please make your restaurant reservation in advance online or by calling the Box Office on 01635 46044.

**Q: What if I have dietary requirements?**

There will be a choice of main courses and desserts from a fixed menu, with a vegetarian/vegan option.

If you have any special dietary requirements, please email restaurant@watermill.org.uk prior to your visit.

**Q: Will you be accepting cash?**

We will accept cash but we would prefer if you could pay for programmes and ice-creams, and any food or drinks during your visit by credit or debit card (contactless if possible).

**Q: What safety measures are in place when ordering food at The Watermill Theatre?**

Ordering Food:

* To ensure social distancing, restaurant reservations must be booked in advance.
* We will operate table service instead of our usual buffet service.
* On arrival you will be given a disposable food menu and one of our waiting staff will take your order.
* Tables will not be pre-laid. We will use disposable condiment containers and your cutlery will be brought to your table with your meal.
* Staff will wear gloves and face coverings for food service.

Ordering Drinks:

* On arrival, you will be given a disposable drinks menu. Please order your drinks with one of our waiting staff.
* We ask that where possible you do not go to the bar. However, if you would prefer to order directly at the bar, we will have a socially distanced queuing system in place.
* There will be provision to order interval drinks on your disposable drinks menu at your table. Please give your drinks order to one of our waiting staff and your drinks will be brought to your table during the interval.

Paying for your meal:

* We ask that you pay for your food and drinks before the start of the performance.
* One of our staff will bring your bill to your table. Card payments can be made from your table. A till for cash payments is available in the restaurant.
* We will accept cash but we would prefer if you could pay for your meal by credit or debit card (contactless if possible).

 **Q: Do you have toilet facilities?**

Yes. Toilets are located inside the building and face coverings must be worn unless you are exempt. We ask that you follow the one-way system when using the toilet facilities and observe social distancing at all times when moving around the site. The toilet facilities are monitored and cleaned on a regular basis. Our staff will be on hand to assist with any queries you might have.

**Q: Where can I park?**

Free parking is available onsite in the theatre’s main car park. Disabled parking is available on the parking line nearest the buildings on a first come first served basis.

**Q: What happens if it rains?**

Tables and seats are uncovered, and performances will go ahead whatever the weather. Please make sure you bring a sun hat, warm clothes and waterproofs to enjoy the experience of watching live performance in the garden at The Watermill. Customers who have opted for a pre-show meal may be able to be seated in the Restaurant if it rains. This will be managed on the day of the performance and is not guaranteed.

We have been granted the use of Society of London Theatre & UK Theatre's [See It Safely](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fofficiallondontheatre.com%2fsee-it-safely%2f&c=E,1,D5Dbjdy69P8AAGMdu_9wsvJZVkCt-Qz1lCQ0NCb-6Y2qyP6DNtImkTdrwRe6lOCADm_35rRlHuoRZdpIkuART9Z81EV-CgDZz2aPcuO1m-JWNsj5ng,,&typo=1) mark. The mark certifies that we are complying with the latest Government and industry COVID-19 guidelines, to ensure the safety of our staff and audiences. You can find out more here [https://officiallondontheatre.com/see-it-safely/](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fofficiallondontheatre.com%2fsee-it-safely%2f&c=E,1,HKwxfjw3mNHxk2InuDd_EtncSsoDwwNUS4ezTboTLXWkDXOTBu-oTezVzOIlh3dvL8Qg84VJD5yOxwbf6xmCtF8qnv21FoVcPKhy3dpj-6eyFw,,&typo=1)

