

## WELCOME PERFORMANCES – FREQUENTLY ASKED QUESTIONS

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### **Will the performance and activities be suitable for my children?**

We have tried to select shows for the Welcome Performances that are suitable for all the family. We make the story of each production available beforehand, so have a read through and make up your own mind as to whether you think it is right for your family.

As a guideline, we suggest that Welcome Performances are suitable for children aged seven and up. Some of the morning activities may also be suitable for slightly younger children.

Please note we cannot admit children younger than three years into the auditorium. If you have any questions around this just give us a call on +44 (0)20 7212 9684.

### **What if somebody in my group has access needs?**

If any member of your group has any access requirements please let us know in advance, before buying your tickets.

There are plenty of seats within the auditorium that are wheelchair-accessible and we will try our hardest to make sure you receive seats that meet your needs.

For further information please visit the Royal Opera House Access page:  
[www.roh.org.uk/visit/access](http://www.roh.org.uk/visit/access)

### **How many tickets can I buy?**

To ensure that as many families as possible have the opportunity to come, we have limited each booking to a maximum of six tickets.

### **After buying my ticket do I need to do anything else before the day?**

From 10.30 there will be activities taking place in the front of house areas for the whole family. From shadow puppetry to panel talks, there is plenty to enjoy before the performance.

We also recommend you get to know the story with your children. Bear in mind that ballet rarely has words and opera is often sung in a foreign language (though we always have English surtitles visible from every seat in the auditorium). We have lots of free resources to help you and your family enjoy the day even more.

Your tickets will be sent out to you by post near the date of the performance – so other than that you are good to go!

### **What should I wear?**

There is no dress code – wear whatever you feel comfortable in! Feel free to dress up if you want to or come in jeans and a t-shirt. Whatever you choose is absolutely fine as long as you feel comfortable.

## **What are timings on the day of the Welcome Performance?**

Doors will open at 10.30am on the day.

In the morning there will be roughly three hours of activities around the building before the performance begins. We encourage you to come down early to make the most of it all but it is completely up to you when you arrive, as long as it is before curtain up!

The auditorium will open about twenty minutes before the performance begins to give you plenty of time to get to your seats. Morning activities will end when the auditorium opens.

The performance will last around three hours, with one or two intervals.

Exact timings will be available on the Welcome Performances webpage closer to the date of the performance.

## **Will there be anywhere to eat?**

A range of hot and cold food, drinks and snacks will be available to buy from our bars and cafés. Special food and drink offers for both adults and children will be available. Costs will be kept to a minimum.

You are welcome to bring your own food and drink for the day if you prefer. Ice creams will be available to buy during the interval.

Please note that eating and drinking is NOT allowed in the auditorium.

## **How does the seating work and will we be able to see OK?**

Tickets cost £5, £10, £15 or £20 depending on where they are within the auditorium. We will try and give people the best seats available but please note that some seats may have a partially restricted view.

A member of staff may be able to provide children with a blow-up cushion or booster seat. Please note that these have limited availability, so we may not be able to provide cushions for all families.

## **What do we need to be aware of when watching the performance?**

This day is specifically aimed at families and so the atmosphere is relaxed. Please be patient with your neighbours and understand that there may be some disruptions and more noise than at a regular performance. However, we still encourage everyone to keep noise to a minimum as much as possible. Food, drink and the use of mobile phones are not allowed in the auditorium.

## **Will it be in English?**

Opera is often sung in another language, such as Italian, German or French. But we do not expect you to be fluent in any of these languages, or even to understand one word! There are surtitles above the stage and throughout the auditorium, making sure that wherever you sit you will be able to understand what is being sung or said during the performance.

Ballets only have spoken words very rarely, so should be easy to understand whatever language you speak.