

Schools' Booking Policy – 2025

We're delighted that you are considering visiting Theatre by the Lake. We want to continue to provide a warm welcome and accommodate all schools, particularly those who need a little more than just tickets to make the visit possible. We have several booking procedures which we hope will help to get the most out of your visit:

1. Booking your tickets

Schools' tickets for Theatre by the Lake shows are priced at £12 per pupil with a free teacher ticket for every 10 pupils. Any additional teachers over this allocation will be charged at £12 per ticket. For shows specifically for Nursery/Reception age children which require a higher teacher ratio we offer 1 free teacher ticket for every 5 pupils.

This offer may also apply to Visiting Shows, please contact Box Office for further information.

To reserve your tickets for a performance, email our Schools and Group Booking Team on groupbookings@theatrebythelake.com and either specify the date and time of the performance you'd like to book for, and number of tickets, and if helpful for you better days/times for you to receive a call back from a member of the team.

Alternatively call the Box Office on 017687 74411 and choose option 2- Schools and Group bookings. You will be put through to a member of our Schools and Group Bookings team or asked to leave a message.

All voicemail and email enquiries will be dealt with in order of receipt, and we will aim to be in touch within 48 working hours.

2. Placing an ice cream order

Pre-ordered ice creams are currently at a reduced price of £3.00 each with a choice of Double Jersey or Vegan Vanilla. Please place your order with your reservation. If purchasing during the performance, ice creams are currently £3.50. **Please note that ice cream prices will rise to £3.50 for pre-booked school groups, £4.00 during the performance for all ice creams booked after 1 April 2025.**

3. Booking Picnic Space for Packed Lunches

We understand that for some schools who have a long journey time to Keswick, having the facility to eat a packed lunch prior to or following a performance is very important. However, the space within the theatre is limited and we only have sufficient room in our gallery and café areas for 110 young people per performance to eat a packed lunch. The Galleries are carpeted and have some seating, Spotlight is a fully seated area. This unfortunately means that it is impossible for us to offer lunch space to every school and occasionally even this space may be otherwise utilised by community groups or artistic meetings, reducing our usual capacity even further. To facilitate as many school lunches as we possibly can, we have the following lunch booking procedure:

- You can request to reserve a space for your school's packed lunch at the time of booking.
- Reservations are available for the **Mezzanine Gallery, Circle and Spotlight Bar**. We are able to accommodate the following numbers for picnic lunches:

Mezzanine Gallery: 35

Circle Gallery: 35

Spotlight Bar: 40

- Booking is subject to availability on the date requested and is booked on a first come, first served basis.
- Each booking is subject to a hire charge of **£30.00 per space** to contribute towards the costs of cleaning and maintaining the spaces. If you are a school group of less than 20 the charge will be reduced to £20.
- **It is not permitted to eat lunches in the auditorium under any circumstances.** Snacks in the auditorium are permitted during the interval, but we request schools **do not bring crisps**. If cleaning of the auditorium is required following a visit there may be a charge to the school.

4. Booking Confirmation

8 WEEKS before your visit – please confirm numbers

6 WEEKS before your visit - make payment.

(if you're making a booking less than 6 weeks before your visit, please check with a member of the Box Office team when payment is required).

By 8 weeks before your visit we will contact you to:

1. Confirm final numbers
2. Confirm packed lunch space(s) - although we recommend reserving them when you first get in touch to book your tickets as space is limited
3. Have placed your order for ice creams if desired.

We will then send an itemised invoice and will be unable to reduce your numbers after this point. However, subject to availability we can increase your numbers, but these would be invoiced separately.

Any reservations cancelled after this point will be charged at 15% of each ticket cancelled

By 6 weeks before you visit:

1. We require payment for your booking, or a remittance note, detailing a payment request to Cumbria County Council.

Please note that if payment is not received, we may have to release your reservation.

Cancellation of attendance

If attendance is cancelled after payment, tickets can be exchanged up to 48 hours before the event, to another performance in the run of the same show, with a charge of £1.50 ticket exchange fee.

Refunds will only be given if the event is cancelled by Theatre by the Lake.

4. Orders of 300+

For orders over 300 seats (for any show at TBTL), Theatre by the Lake reserves the right to adopt a staggered deposit approach for payment.