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Pafiliwn y Grand Porthcawl
Grand Pavilion Porthcawl

What to expect when you come to see

Pantomime

at The Grand Pavilion, Porthcawl



Hello

Thank you for booking tickets to our relaxed performance of the panto.

This information will help you know what to expect when you come to The Grand Pavilion Theatre in Porthcawl.

Arrival

When you arrive you come through large glass doors into the main foyer area.



This area can become crowded and might be noisy. It is ok to wait outside or walk straight through to one of the quieter areas inside. The flooring is all carpeted, which has a repeat pattern throughout the building.

Collecting tickets



If you have to collect your tickets, before the performance, you need to go to the Box Office desk.

The area in front of Box Office can sometimes become crowded so try to get them as early as you can or ask us to post you the tickets when you make your booking.

Around the building

There will be noise from the TV screens in the Box Office and Café Bar area and while you are waiting there will also be noise from people talking. There will also be music playing in the background in the Café Bar.

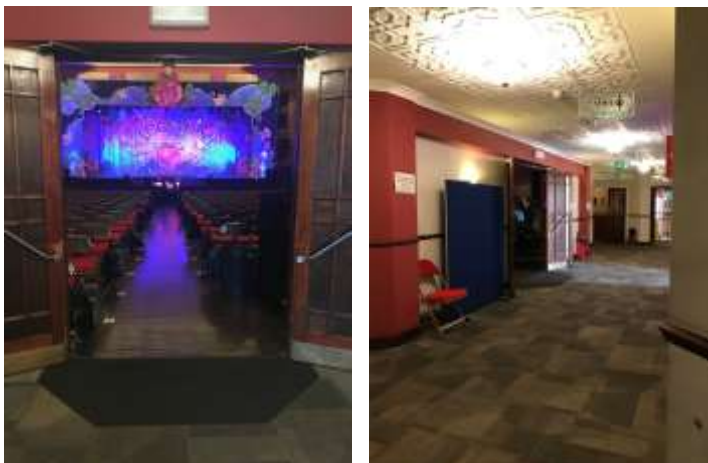
If you want to go to a quieter part of the building, we have made an area into a “Quiet Zone”. Any member of our team can show you where this is.

There are places to sit in the Café Bar.



Toilets

There are toilets just outside the main auditorium doors. Hand dryers in the toilets can be quite loud. We also have a wheelchair accessible toilet which is located just outside the main auditorium doors.



Drinks and snacks



We have a two small shops where you can buy drinks and snacks, one is located just outside the main auditorium doors and the other is located in the main hall.



There is also a Café Bar which serves Tea, Coffees and snacks and there is also a licenced bar in the Café Bar area. The Café Bar has a door leading outside to the pavement.

You can take your snack and drink into the auditorium if you want to.

The auditorium

There will be an announcement to let you know when the performance is about to start. If you haven't already done so, it is now time to move into the auditorium.

A member of our team will check your ticket and tell you how to find your seat.

You don't have to wait until you hear the announcement before you go and find your seat. The lights in the auditorium will be quite bright and there might be lots of talking.





When the performance starts, the lights will become more dim, but it will not go completely dark.

During the performance



During the performance there will be some loud noises, laughing, other sounds and coloured lights. Some bits of the performance will be funny, some might be sad and some might be a bit scary. It is ok to make a noise or talk if you want to.

It is ok to leave your seat during the performance and go back out into the entrance area, the Quiet Zone, the toilets or any of the other parts of the building mentioned in this booklet.

At the end of the performance you can go out of the front doors and there will be other doors open as well.

We are here to help

We really want you to enjoy your visit to The Grand Pavilion. If you have a question, or need any help, do please ask a member of our team. You can telephone us before you visit to ask questions if you want to. Just call 01656 815995.