



Health & Safety Information for Groups and School Visits

2025/26

Thank you for considering Theatre Royal Bury St Edmunds. We are committed to ensuring that our audience feel safe and supported throughout the theatre experience. Therefore, we have put together the following advice and guidance for groups and school visits.

Access

- We recommend that your group includes at least one teacher, or accompanying adult, for every 6-10 young people depending on need. We suggest you arrange for adults to sit amongst the young people rather than at the end of rows.
- We have limited wheelchair access so please contact our Box Office on the number below for further information when arranging your visit if a wheelchair user is attending.
- We are mindful that some young people may have SEND requirements. For further information about the performance, including use of lighting and special effects or running times, please phone our **Box Office** on **01284 769505**. We also have a limited number of noise-reducing headphones and sensory toys which we are happy to lend in order to make audience members comfortable and increase access to live theatre. To access these resources please speak to our front of house team on arrival.

Risk Assessments

- As your trip is not solely spent at the theatre, we cannot produce a full risk assessment for your visit. However, we have provided additional information within this letter to help you create your risk assessment for your group. You are also welcome to arrange a site visit prior to your trip to view the venue and to ask any questions you may have. To arrange a site visit ahead of your trip please contact: groupbookings@theatreroyal.org

Responsibility

- Theatre Royal Bury St Edmunds is committed to providing its audience with a safe environment and an enjoyable visit for all. Therefore, children, young people or vulnerable people remain the responsibility of teachers, guardians or chaperones and must be accompanied at all times during their visit. We are conscious that it is an exciting experience and may be members of your group who are first-time theatre goers. Therefore, please encourage your group to be aware that there may be other patrons in the theatre who are also there to enjoy the show and explain to them the best way to be a supportive audience.

- We will provide rubbish bins throughout the theatre and in the Greene Room Bar for empty general waste & recycling or you can ask a steward if you need a bin bag.

Safety

- The auditorium and front of house areas are designed and maintained for public use. We have dedicated Front of House & Box Office teams who manage the safety of the public during your visit. They will be wearing Theatre Royal branded lanyards. They will be happy to assist with any enquiries prior to your visit.
- Theatre Royal operates a Safeguarding policy a Health & Safety policy and an Equal Opportunities policy; you can see any of these on request. In our dedication to the safety of our visitors and staff we will in particular ensure the following:
 - Public areas are kept clear of trip hazards.
 - Verbal and/or written warnings are clearly communicated.
 - Materials and paint used for Front of House decoration is suitable for public areas.
 - Temporary installations or events are risk assessed for hazards.
 - All electrical equipment is PAT tested and regularly assessed.
 - Any productions featuring strobe lighting or loud effects will carry a visible warning.

Our Public Liability Insurance details are currently:

Ecclesiastical Insurance Office plc

Policy Number **02/IHG/0392156**

through Tysers **+44 (0)1206 500 000**

Our Chief Executive, Owen Calvert-Lyons, has ultimate responsibility for Health & Safety. Our General Manager Richard Melchior is the DSL supported by several alternates. If you wish to raise any concerns regarding health and safety during your visit please contact:

Owen Calvert-Lyons | owen@theatroyal.org

If you wish to report any safeguarding concerns please contact:

Richard Melchior | richard@theatroyal.org

If the concern is regarding Richard Melchior please contact:

Owen Calvert-Lyons | owen@theatroyal.org

We are licensed by St Edmundsbury Borough Council as a *Place of Entertainment* and comply with council guidelines, including advice given on minimum standards of fire protection and maximum number of people permitted to be in the building at any one time.

Fire

- Fire risk assessments are undertaken for each area of the building. In case of fire, there are stewards in all areas who are trained in the evacuation procedure. Instructions will be clearly given & patrons will be led to the nearest exit. We are regularly inspected by the Fire Authority.

Stairs & Steps

- Theatre Royal is a Grade I listed building, so unfortunately, there are no lifts and access to most areas are via stairs. All areas of the auditorium except for the Dress Circle are only accessible via stairs; Pit (25 steps), Upper Circle (14 steps), Gallery (29 steps). The Dress Circle and Greene Room Bar is step free, on street level. Stewards will usually remind patrons to take care, but warn your students & staff to be vigilant themselves, especially of the small steps in the Dress and Upper Circle boxes and the irregular steps in the Pit seating area.

Toilet facilities

- There are toilets on the ground floor in the Greene Room Bar and there is an accessible toilet between the Greene Room Bar and the Box Office foyer. There are also toilets on the first floor between the Gallery and the Upper Circle.

First Aid

- There is always a member of staff in the building during a performance who is First Aid trained. If first aid is required, please speak to your nearest steward.

Sale of Alcohol

- The Greene Room Bar may be open at lunchtimes and/or evenings and does sell alcohol. Staff are trained to ask for ID from young people who might pass as over 18 but the monitoring of young people buying from the bars or sweet kiosk remains the responsibility of the school staff.

If you have any further questions, or would like to arrange a site visit, please feel free to contact:

Joe Sparkes

Box Office & Memberships Manager

Theatre Royal, Westgate Street, IP33 1QR

01284 829 949

joseph@theatreroyal.org

groupbookings@theatreroyal.org