



The Temporary new home for The Orchard Theatre

### **GROUPS Frequent Asked Questions**

**1. Will our group still be seated together in the new venue?**

Yes. Orchard West will have more capacity than the Orchard Theatre, with longer rows that allow us to ensure all groups stay together in the new venue.

**2. Will all group members need individual e-tickets?**

If the group leader is travelling with the group, then the group leader can show the e-tickets, otherwise they can be separated.

**3. Will food be available before the performance?**

Snacks, confectionary, hot and cold drinks and service from our bars are all available pre-show and during the interval. However, Orchard West does not have a restaurant to offer pre-show dining. However, we are happy to discuss hospitality packages to create a bespoke experience for your group where possible.

**4. When will we receive our e-tickets?**

Your e-tickets will be sent to the email address attached to the order, as soon as payment has been made.

**5. Where will a coach be able to park?**

Whilst there is plenty of space for set-downs and pick-ups outside Orchard West, parking restrictions apply and parking attendants do patrol the area. We recommend coach parties continue to drop off and pick up at the bus stops along Home Gardens, with a 5 minute walk to Orchard West main entrance on Orchard Street.

Coach Drivers are encouraged to use the car park at Princes Park Football Club, Darenth Road, Dartford, DA1 1RT.

**6. What facilities will Orchard West have?**

Orchard West is a fully-functional, temporary, enclosed performance space with over 1,000 seats – complete with comfortable seating, heating and cooling systems, access provision and full backstage and front-of-house facilities including indoor toilets and bars.

**7. Can our large group/school wait in the foyer before the performance to begin?**

There is enough space in our front of house foyer area for large groups to meet pre-show. However we do not recommend that large school groups stay for extended periods (for example to eat packed lunches) which could cause obstruction.



Orchard West Theatre, 20-54 Hythe Street, Dartford, Kent, DA1 1 BX

Registered Office: Trafalgar Entertainment Group | Ashcombe Court, Woolsack Way, Godalming, United Kingdom, GU7 1LQ



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**8. Can we drop numbers if some members have already booked another panto?**

You can amend your booking numbers up until your final balance is paid, at which point you will not be able to remove any seats.

**9. Will we lose our deposit if we cancel our booking?**

If you cancel your booking completely, the deposit you paid will not be refundable.

**10. Where is Orchard West Theatre situated?**

When navigating by Sat Nav, please input: Orchard West Theatre, 20-54 Hythe Street, Dartford, Kent, DA1 1BX. The main public entrance into the venue is situated on Orchard Street, opposite Westgate Car Park.

**11. Will panto merchandise be available?**

Yes. We will have pantomime merchandise and show programmes available to buy pre show and during the interval. We remain a cash free venue, with contactless payment offered at all sales points.

**12. Nearest car parks to the new venue?**

Westgate Car Park\* is located next to Orchard West on Kent Road, (DA1 2AU) – £1 for 2 hours, £2 for 4 hours (8am-8pm Mon - Fri) £1 after 6:30pm Monday to Friday, free after 8pm on a Saturday and free all day on a Sunday

Parking remains available at The Orchards Shopping Centre\* (DA1 1DN) - View the full parking tariff [HERE](#). You can pay upon arrival after 5.30pm and avoid queuing to pay when you leave after the show!

\*Parking information correct at the time of publishing, but is subject to change.



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