



ST JOHN'S SMITH SQUARE

AUDIENCE FAQS – LAST UPDATED 22 JULY 2021

If you have any questions that are not answered here, you can email us on boxoffice@sjss.org.uk or call our Box Office helpline on 020 7222 1061. At present our Box Office helpline will be operating on Mondays and Thursdays between 2pm and 5pm.

WHAT DO I NEED TO DO WHEN ATTENDING AN EVENT AT ST JOHN'S SMITH SQUARE?

When visiting St John's Smith Square, we ask that you:

- Pre-book your tickets before your visit (there will be no tickets available on the door).
- Use our hand sanitiser stations when you enter and exit the venue.
- Bring and wear a face-covering at all times whilst you are in the venue (unless you are exempt from wearing one).
- Follow the one-way signs and indications from our staff.
- Wash your hands thoroughly for 20 seconds after you use our facilities.
- Keep your belongings to a minimum and with you at all times.
- Use the portico doors to enter and exit the building, as indicated in your booking information and by our staff. (Our lift remains available for use as an accessible entrance).

IS YOUR BOX OFFICE OPEN? HOW DO I BOOK TICKETS?

We are not currently operating a counter-service and so will not be able to take bookings in person. Please book your tickets online on our website: www.sjss.org.uk/whats-on

All tickets are in digital format (E-Tickets) and will be available to either download to your device (mobile or tablet) or to print at home for presentation upon entering the auditorium. Bookings will close 2 hours before the performance start time.

We do understand booking online may not be easy or possible for everyone and want to help where we can. Should you have any queries or need any assistance you can call the St John's Smith Square Booking Helpline on 020 7222 1061. The Booking Helpline currently operates on Mondays and Thursdays between 2pm and 5pm. We do ask customers that are able to use our online booking system to purchase tickets this way as to keep our telephone lines free for those that do not have online access.

DO I NEED TO BOOK IN ADVANCE OR CAN I STILL BUY TICKETS ON THE DOOR?

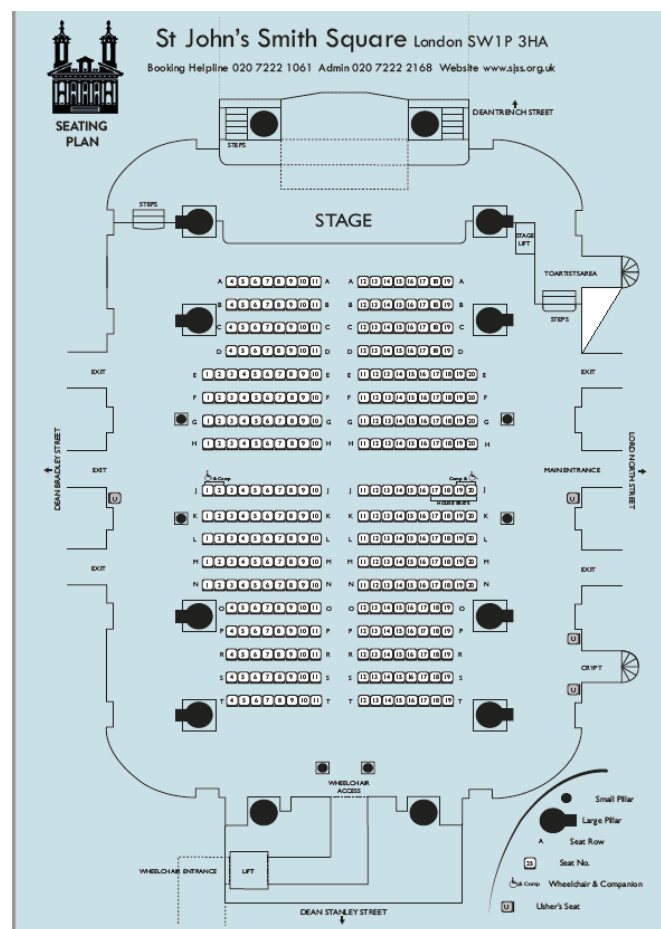
You will need to book your tickets in advance online and bookings will close 2 hours before the performance start time. To ensure we can accommodate everyone safely, it will not be possible to buy tickets on the door.

ARE YOU RETURNING TO A FULL CAPACITY LAYOUT?

Following the relaxation of social distancing requirements, we are pleased to be able to welcome more audience members back to events at St John's Smith Square. This past year has given us the opportunity to assess our seating layouts for performances, in particular taking into consideration how we accommodate our audiences comfortably. We have made a number of adjustments to our Autumn 2021 seating plan, with the aim of improving your comfort and experience.

By lowering our capacity, we are now able to space our rows further apart than previously. With the introduction of a central aisle and removal of the side unreserved seats, easier access to and from seats allows for a better flow around the auditorium. Making our rows shorter means we are able to offer better views for everyone.

To help familiarise yourself with our new layout we have included a seating plan below for your reference.



CAN I BOOK TICKETS FOR PEOPLE WHO ARE NOT IN MY HOUSEHOLD?

Following government guidance, yes.

WHAT SHOULD I DO IF I'VE BOOKED FOR AN EVENT AND I'M FEELING UNWELL?

Importantly we ask that you follow the Government guidance and stay at home if you or anyone you are in close contact with displays any symptoms of Covid-19 (a new continuous cough, high temperature or a recent change of smell or taste). You should also stay at home if you have been advised to self-isolate as part of the Government's test and trace service.

If you do need to stay at home, you will be able to exchange your tickets for a credit voucher up to 24 hours before the performance. You can then use the credit voucher for another live event or where applicable to purchase digital access to the performance. To request a ticket exchange, please email boxoffice@sjss.org.uk no later than 24 hours before the performance start. (If your email is received outside of working hours this does not affect your ability to claim a ticket exchange).

WHAT HAPPENS IF I AM LATE FOR THE PERFORMANCE?

Performances will start promptly at the advertised start time. Latecomers will only be admitted at a suitable point in the programme. For some performances, it may not be possible to admit concert-goers at any point once the performance has started. Please allow plenty of travel time to ensure you are not turned away if you arrive late.

WILL YOU BE SELLING FOOD AND DRINK?

The Footstool restaurant in the Crypt is temporarily closed. From 23 July we will be operating a pop-up café bar on the south portico, which will be open for daytime café service Mondays to Fridays and as a bar for evenings and weekends when we have public events. Food and drink is not permitted in the concert hall, other than bottled water.

WILL THERE BE TOILET FACILITIES AVAILABLE?

Our toilets (including accessible toilet facilities), located in the Crypt area, will be open for audience use. There is a one-way system in operation to access the Crypt area.

WILL THERE BE A CLOAKROOM SERVICE?

Please note we do not have facilities to store coats, luggage and other large items. We advise to limit your belongings to small items which can be kept with you inside the concert hall.

WHICH ENTRANCE SHOULD I USE TO GET INTO THE BUILDING?

We will be using the north portico doors (approached from Lord North Street) to enter the building. We have a lift available for use by patrons with limited mobility. Please notify the Box Office when making your booking if you will require use of the lift. <https://www.sjss.org.uk/access-information>

HOW CAN I KEEP UP WITH THE LATEST NEWS?

You can check back here on our website or, better still, [subscribe to our mailing list](#). You can also follow us on [Facebook](#), [Instagram](#) or [Twitter](#).