



ST JOHN'S SMITH SQUARE

AUDIENCE FAQs – LAST UPDATED 21 OCTOBER 2020

If you have any questions that aren't 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)
- Maintain social distancing from others who are not in your household
- Refrain from gathering or mingling with others who are not in your household
- 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

IS YOUR BOX OFFICE OPEN?

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.

Should you have any queries or need any assistance you can call our Box Office helpline on 020 7222 1061. Please note that this number is for queries rather than taking bookings. At present our Box Office helpline will be operating on Mondays and Thursdays between 2pm and 5pm.

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.

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

We will treat each booking as a single household or support bubble and seat those people together (i.e. not socially-distanced). A separate booking will need to be made for anyone who is not in your household or support bubble.

CAN I USE MY LUNCHTIME CONCERT VOUCHERS?

Yes – if you are a Friend of St John’s Smith Square, you will still be entitled to 10 ticket vouchers per Season for concerts in our Thursday lunchtimes series. Vouchers will be limited to 2 per concert. Unused vouchers from 2020/2021 will still be honoured during the 2020/2021 season. You do not need a paper voucher and your entitlement will be automatically recognised when you book online using your account. Please note that you will need to book your tickets in advance online.

If you are a Patron you will still be entitled to 2 tickets for each concert in our Thursday lunchtime series and your entitlement will be automatically recognised when you book online using your account. Please note that you will need to book your tickets in advance online.

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 in your household or support bubble is showing 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, at no extra cost. You can then use the credit voucher for another live event or where applicable to purchase digital access to the performance.

WHAT HAPPENS IF I AM LATE FOR THE PERFORMANCE?

Due to the layout of the space and safety procedures, unfortunately we will not be able to admit latecomers to performances.

WILL YOU BE SELLING FOOD AND DRINK?

The Footstool restaurant in the Crypt is currently closed. You are welcome to bring bottled water for your own consumption.

WILL THERE BE TOILET FACILITIES AVAILABLE?

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

WILL THERE BE A CLOAKROOM SERVICE?

Our cloakroom is not currently operating, so we would ask that you keep your belongings to a minimum and carry them with you at all times.

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 and not the Crypt/box office entrance. Our lift will still of course be available for use for 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>

WILL I BE ABLE TO GREET THE ARTISTS AFTER THE CONCERT?

If you are a friend or family member of an artist performing at St John's and are arranging to meet them after the performance, please arrange to meet them outside the building. In order to keep a COVID-secure environment we cannot accommodate visitors in the dressing room area or in the crypt/box office entrance lobby.

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

HOW CAN I SUPPORT ST JOHN'S SMITH SQUARE?

We are hugely grateful to everyone who has supported us over the past few months in particular. As you will appreciate, this continues to be a very challenging for St John's Smith Square. We are a registered charity with no core subsidy and we rely on the incredible generosity of our friends, patrons and supporters at all times. Even when concerts are taking place this support is essential and during the current crisis, with limited revenue from concerts and hall hires and no revenue from catering, your support is more important than ever.

If you are able and would like to help, there are many ways to do this, including:

- Making a regular or one-off donation online
- Becoming a Friend of St John's Smith Square
- Leaving a gift to us in your will

You can find more information by clicking on the links above or alternatively you can call our Director, Richard Heason on 020 7222 2168 or email him on Richard@sjss.org.uk

Thank you for joining our supporter community and being part of what we do at St John's Smith Square – we hugely appreciate it.