

The logo for Anvil Arts is located in the top right corner. It features the text 'AnvilArts' in a dark blue, serif font. Behind the text is a stylized graphic of an anvil, composed of many thin, curved lines in shades of orange and red. A large, abstract graphic made of many thin, curved lines in shades of pink and purple flows from the top left towards the bottom right, partially overlapping the text.

AnvilArts

GROUPS' INFORMATION PACK

**THE ANVIL | THE HAYMARKET | THE FORGE
ANVILARTS.ORG.UK 01256 844244
#GREATPERFORMANCELIVE**

WELCOME

This information pack has been prepared to help you plan a group visit to **The Anvil** or **The Haymarket**. Should you have any questions which are not covered, please contact the Group Booking line, using the details below.

CONTACTING US

Group Booking

Group booking line: 01256 366935 (voicemail when not staffed)

Email: group.booking@anvilarts.org.uk

Post: Anvil Arts, Churchill Way, Basingstoke, Hampshire, RG21 7QR

Online

anvilarts.org.uk

BOX OFFICE OPENING TIMES

The Anvil

Mon – Fri 10am – 2pm

Performance Nights: Open one hour before the performance

The Haymarket

Open one hour before every performance

HOW TO FIND US

The Anvil | The Forge

Churchill Way, Basingstoke,
Hampshire RG21 7QR

By car: From the ring road or junction 6 of the M3, follow signs for Basingstoke town centre and then brown signs for The Anvil. These direct you to the car park next to the building. Coach drop off points are in Churchill Way. Nearest EV charging points in the Churchill Way car park.

By train / bus: Basingstoke train and bus stations are just a short walk away. Journey time for London Waterloo 45-60 mins; Southampton Central 30-35 mins.

By coach: Coach parking is available on the opposite side of the Churchill Way dual carriageway. The venue can be accessed via the nearby steps outside The Anvil. If a member of your group has special access needs, please let us know at the time of booking.

The Haymarket

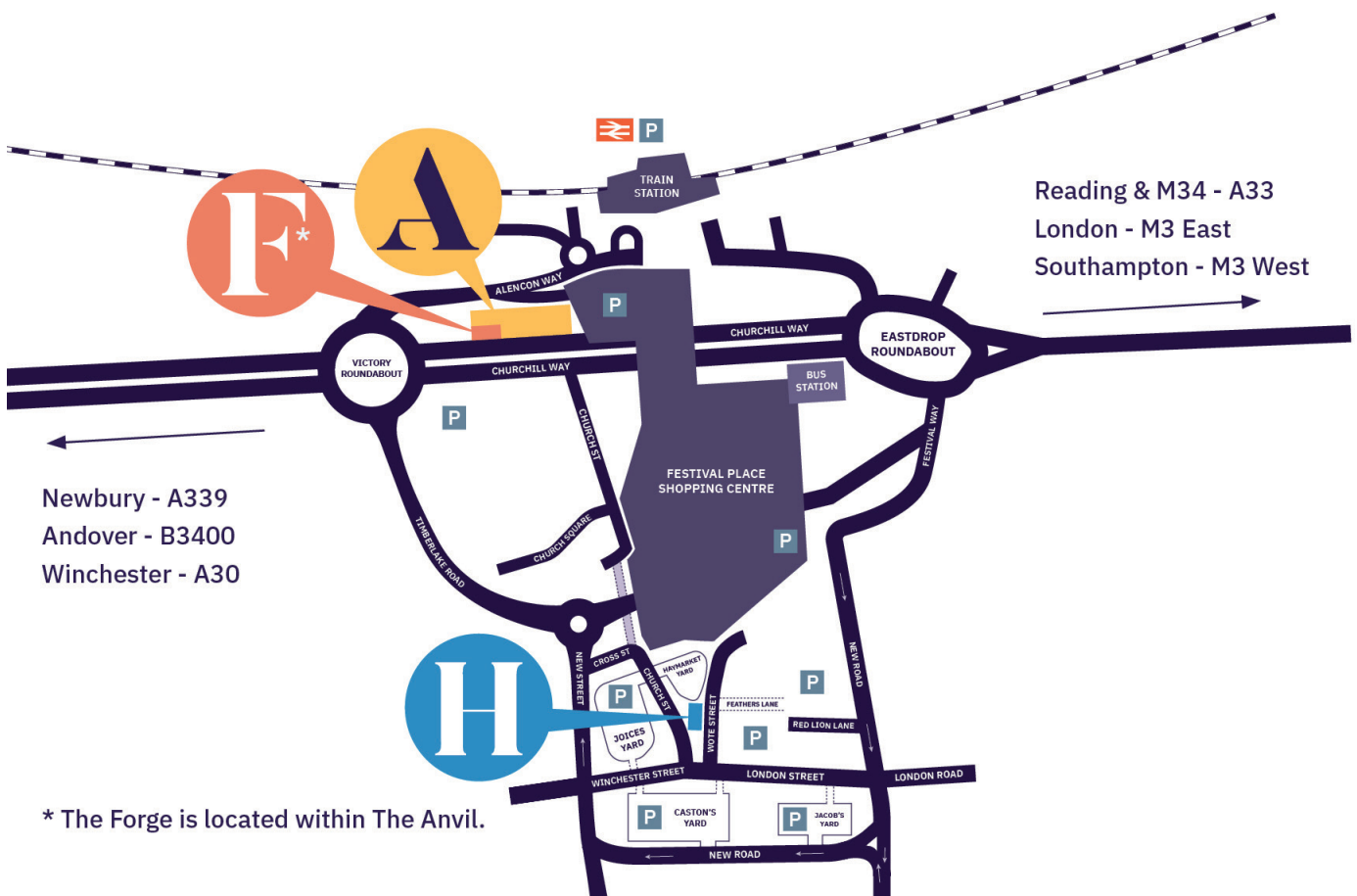
Wote Street, Basingstoke, Hampshire RG21 7NW

By car: From the ring road or junction 6 of the M3, follow signs for Basingstoke town centre and then brown signs for The Haymarket. Parking is available in several surface car parks or in Festival Place shopping centre. Nearest EV charging points in the Central car park.

By train / bus: Basingstoke train and bus stations are both a 10 minute walk away, through Festival Place shopping centre.

By coach: Please liaise with your coach company about drop off locations.

For more information visit
anvilarts.org.uk/howtogethere



BOOKING YOUR GROUP TICKETS



BOOKING

To make a booking, please call the **Group Booking Line** on **01256 366935** (voicemail when not staffed) or email group.booking@anvilarts.org.uk.

You don't need to pay straight away and no deposit is required. Reservations will be held until one month before the performance date, or until the performance sells out, whichever is sooner. If the booking is made within a month of the performance date then special terms may apply.

You can adjust the number of tickets until the payment date (subject to availability). If any changes cause the total number to fall below the qualifying size for a group booking, the full price will apply.

Once payment is made, any further tickets will be treated as a separate transaction and are not eligible for the group discount.



PAYMENT

We accept Mastercard, Visa as well as company/group cheque or BACS. We do not accept personal or post-dated cheques, or payment after the performance, and request that cheque payments are made with a single cheque.



DISCOUNTS

Group discounts vary depending on the performance. They are available where stated. Ticket prices and availability are set by the promoters.



TICKETS

If you are arriving together, we will issue a group booking voucher to help seat you quickly and efficiently on the day. If you'd prefer individual tickets, we recommend you keep a written record of which tickets you allocate to each member of your group, and bring it with you on the day. If you require individual tickets to be sent to you, postage is £1.30.



ACCESS

Please help us to give you a better service by letting us know at the time of booking if any of your group has specific access needs, or requires a wheelchair position. We have a limited number of wheelchair positions available. There are no wheelchair spaces in the Circle at **The Anvil**, and transferring from a wheelchair to a seat is discouraged for safety reasons. In order to book these seats, please join our Access List.

Visit anvilarts.org.uk/visit-us/access for more information. **The Anvil** and **The Haymarket** are equipped with infra-red hearing enhancement systems for use with headsets, or portable induction loops. Both are available from the stewards' point.

INFORMATION FOR YOUR VISIT



BEFORE YOUR VISIT

A group booking voucher will be sent to you showing the location of your seats. This will be issued instead of tickets unless otherwise requested. Please bring this with you so our Front of House staff can seat you quickly and efficiently.

Pre-order your ice creams, drinks and, where applicable, programmes before your visit. Order online at menus.preoday.com/Anvil-Arts, selecting the correct venue, date, and performance time.



ARRIVING

Please arrive at least 30 minutes prior to the start of the performance.

There are cloakrooms at The Anvil and The Haymarket where you can leave coats and bags if required.

The doors to the auditorium usually open about 15 minutes before the performance starts. Latecomers cannot be guaranteed access until a convenient break in the performance and may not be seated in their original seat.



DURING THE PERFORMANCE

Photography and recording including the use of mobile phones are strictly prohibited in the auditoriums.

Mobile phones and other electronic devices need to be switched off during the performance.

If you have any questions or problems during your visit please talk to a member of Front of House staff. You will be able to easily identify the team by their black uniform and badges.

The interval is usually about 15-20 minutes long.



FOOD AND DRINK

The bars at our venues are open one hour before the performance starts.

Bar snacks, ice creams, confectionery and hot drinks are available in the foyer. Order online at menus.preoday.com/Anvil-Arts, selecting the correct venue, date, and performance time.

Restaurants are mainly located in Festival Place, Basingstoke's central shopping centre, which is very close to both our venues. For more information visit anvilarts.org.uk/visit/places-to-eat.



FIRST AID

First Aiders are on duty at all performances. Please speak to a member of Front of House staff should you require any assistance.



SEE YOU SOON

At Anvil Arts we are keen to ensure that you and your group have the best possible experience when visiting. If you need assistance during any part of the booking process or your visit please let us know, we are always happy to help.

We look forward to welcoming your group.