

# Shakespeare's Rose Theatre at Blenheim Palace FAQ



## General Questions

- **What is the address of Shakespeare's Rose Theatre?**  
Blenheim Palace, Woodstock, Oxfordshire, OX20 1UL
- **What plays are being performed?**  
Romeo and Juliet, A Midsummer Night's Dream, Richard III and Macbeth.
- **What are the dates and times of the performances?**  
The dates and times of the Shakespeare performances can be found [here](#).
- **Who are the plays suitable for?**  
Shakespeare's Rose Theatre is suitable for those aged ten and up. Children attending under the age of ten is at the parents/guardians discretion. Babes in arms are not permitted as all patrons must be in possession of their own ticket.
- **How long are the performances?**  
Each play varies, however the performances are approximately 2.5 hours, including a 20-minute interval.
- **What is a combined ticket?**  
A combined ticket includes entry to Blenheim Palace and the Formal Gardens as well as your chosen play.

## Key Timings

Theatre Performances	Start	Finish	Last Entry
Matinee	14:00	16:30	N/A
Evening	19:30	22:00	N/A
Venue			
Venue	Open	Close	Last Entry
Shakespeare's Village	11:00	21:00	N/A
Blenheim Palace	10:00	17:30	16:45
Formal Gardens	10:00	18:00	N/A
SEE Box Office	11:00	21:00	N/A

## Ticketing Questions

- **Where can I buy tickets from?**  
Tickets can be bought from SEE Tickets [here](#) or Ticketmaster [here](#).

- **What are the ticket types for this event?**

There are seated tickets as well as Groundlings (standing):

Adult – 17+

Child ticket – up to and including 16 years old

Family ticket – 2 adults and 2 children

Access tickets are available, please see the access provision section [below](#).

- **Is there a group rate?**

Yes. Groups of 16 individuals or more receive 10% off all ticket types except Groundlings. Please contact SEE Groups on 0844 412 4650 (7p charge per minute) or [groups@seetickets.com](mailto:groups@seetickets.com)

There are 8 designated performances for schools between 8<sup>th</sup> and 19<sup>th</sup> July at 10.30am. Pricing is £10 per seat. Please contact SEE's Education Department for more information on 0800 852 7244 (no charge) or [education@seetickets.com](mailto:education@seetickets.com)

- **Are concession prices available?**

Concession prices are not available, however for combined tickets that include entrance to Blenheim Palace concession pricing is an option.

- **Are there tickets for children (16 and under)?**

Yes. £3 off all seats and £2 off Groundlings. The plays are suitable for those aged 10 and up, at the parents/guardian's discretion. Children under the age of 16 must be accompanied by an adult. Babes in arms will not be permitted and all patrons must be in possession of a ticket.

- **How/when will I receive my tickets?**

Your delivery options are either E-Tickets (print-at-home) or Standard Delivery. If you choose the E-Ticket option, your tickets will be attached to your confirmation email. The fee charged for E-Tickets is for the ticket agents, as they maintain the hardware and software at the venue so your paperless ticket will be recognised. It also allows us to develop and maintain our own technology to make sure you have a simple, straightforward experience getting into your event. The fee for Standard Delivery tickets covers the costs of packing and delivering the tickets to you.

- **I chose Standard Delivery when purchasing my tickets but have not received my tickets in the post.**

If you have not received your tickets a week prior to the event please contact the agent you purchased your tickets from.

*SEE Tickets: 0115 912 9107 (charged at your phone standard rate)*

*Ticketmaster: 0333 321 9999 (charged at your local rate)*

- **If there is no availability online for the performance I want to go to, is it still possible to book tickets?**

If there is no availability on SEE Tickets website [here](#), that particular performance is sold out.

- **Can you book tickets at the venue?**  
There will be an on-site box office in Shakespeare's village from 8<sup>th</sup> July 2019. The box office will be open from 11am – 9pm.
- **I have a ticketing enquiry – who should I contact?**  
All Shakespeare's Rose Theatre tickets are handled by our ticketing partners, SEE Tickets and Ticketmaster. If you have an enquiry you should contact the agent you booked your tickets through.  
  
*SEE Tickets: 0115 912 9107 (charged at your phone standard rate)*  
*Ticketmaster: 0333 321 9999 (charged at your local rate)*
- **I have lost my tickets, what should I do?**  
Please contact the ticketing agent that you booked the tickets through as soon as possible (details directly above).
- **Can I get a refund if I change my mind, or if the performance date is no longer suitable for me?**  
We cannot give refunds or exchanges, except when a performance has been cancelled or rescheduled. For further information about cancellation please see below.
- **What if my performance is cancelled?**  
If your performance is cancelled, you will be notified as soon as possible and given the option to then choose another session to attend.

#### **Annual Pass Holders**

- **I am an Annual Pass Holder at Blenheim Palace, do I need to buy a Combined Ticket?**  
No. As an Annual Pass Holder you will only need to select your Theatre tickets as your valid Annual Pass gains you full access to the Palace and Formal Gardens.
- **How do I become an Annual Pass Holder?**  
To become an Annual Pass holder, purchase a combined ticket online and then choose to donate your Palace admission to Blenheim Palace Heritage Foundation at the end of the booking process.
- **Where do I collect my Annual Pass?**  
Please collect your new Annual Pass from the Annual Pass Kiosk which is in East courtyard before 7.30pm.

#### **Access Provisions**

- **Which sections of the Theatre are accessible for wheelchair users?**  
There is wheelchair access to the ground floor and to the allocated wheelchair seats in Block 2, Lower Tier only. There are no lifts to the Middle or Upper Tier. Ambulant patrons should select regular seating. Please note there are stairs to climb to the middle or upper tier of the Theatre.

- **How do I book accessible seating?**  
Accessible seating can be booked by calling SEE Tickets on *0844 412 4648* (calls cost 7p per minute).
- **Accessible wheelchair seating:**  
There are 8 premium wheelchair tickets. For each wheelchair ticket there is one accompanying carer ticket. It is a ramped platform undercover beside the stage. There are 6 designated wheelchair spaces in the Groundlings area. For each wheelchair ticket there is one accompanying carer ticket. It is a ramped platform not undercover opposite the stage.

### Rose Theatre Questions

- **Where is the best place to sit for the performances?**  
No matter where you sit or stand in the Theatre you will be no more than 15 metres from the stage. So, wherever you choose you'll be close to the action.
- **Will I be able to see all aspects of the play from the Groundling area?**  
Within the Groundling area, you may stand anywhere in the yard. You are welcome to move around to gain the best possible advantage for your height. The height of the stage is approximately 1.5m.
- **Can I bring my own chair into the Groundlings area?**  
No, due to health and safety reasons, external chairs are not permitted in the Groundlings area as this is a standing area.
- **Is there parking next to the event/where is the nearest car park?**  
Parking for The Shakespeare Rose Theatre is free. There is an on-site car park at Blenheim Palace which is situated within a few minutes stroll from the Theatre.
- **What if I'm running late? What time do the gates close?**  
We recommend arriving at least 10 minutes before the performance to reach your seats in time. If you are running late, the Theatre allows all latecomers with a valid ticket even after the show has started.
- **Can I leave/return during the performance if I need to?**  
Yes, Shakespeare's Rose Theatre operates an open-door policy that means all audience members can exit and re-enter the space as required. Due to the interactive nature of the performances it may be necessary to block certain accesses briefly during the play. Please keep your ticket until the end of the performance in case we need to scan you in and out of the Theatre.
- **Is the Theatre air conditioned or heated?**  
The Theatre is open air so the temperature is dependent on the weather. Please dress accordingly.
- **Can we take food and drink into the Theatre?**  
Only food and drink purchased within Shakespeare's village can be taken into the Theatre. External food and drink is prohibited.

- **Do the seats have backs and are the seats cushioned?**  
Yes.
- **Can I take photographs or video during the performance?**  
Photographs during the performances are not permitted in the Theatre. It is not permitted to film in the Theatre without prior written approval from Shakespeare's Rose Theatre marketing department. If you require approval then please contact [maria.farrugia@lunchbox-productions.com](mailto:maria.farrugia@lunchbox-productions.com)

#### Other Questions

- **Where can I smoke?**  
Smoking is prohibited in the Theatre, Shakespeare's Village and in the grounds of Blenheim Palace.
- **Is there a cloakroom?**  
Yes, there is a cloakroom
- **Where is lost property?**  
Lost property is kept within the cloakroom.
- **Are pets allowed?**  
Dogs are not permitted in the Theatre or the Formal Gardens, but are allowed in Shakespeare's Village. Assistance dogs are permitted within the Theatre and the grounds of Blenheim Palace.
- **What food and drink will be available?**  
There will be ice cream for purchase within the interval and various food vendors within the Village – details to be confirmed soon.

#### Cancellation Questions

- **Will the performances be cancelled in the event of rain?**  
No, all of the performances will go on in all weather conditions. No umbrellas can be put up in the Theatre at any time as you will obstruct the view of the other patrons, therefore please dress accordingly. Ponchos can be purchased at the event.
- **What happens if it rains?**  
Shakespeare's Rose Theatre is an all-weather venue. It is partially covered, however please note even when you are undercover you may still get wet depending on the weather.