



national **dance**
company **wales**
cwmni **dawns**
cenedlaethol **cymru**

CHAPTER

NDCWales: Open Air Performances at CHAPTER

INFORMATION GUIDE FOR AUDIENCES: Safety Information & FAQs

How to Book

- Where possible, tickets should be booked online via our website: www.chapter.org. If this is not possible, they can be booked in person at our Information Desk near to the main entrance. Please note that we can no longer take telephone bookings.
- As capacity is reduced, we encourage you to book in advance to avoid disappointment if we sell out.
- When booking, please consider purchasing for your entire party to ensure that you can all sit together – in accordance with guidelines, this can be up to 6 friends or family members.
- You're welcome to come in groups larger than 6 but you'll need to sit in separate areas and maintain the 2 metre social distancing rule throughout the performance.
- Tickets will be issued as e-tickets to use on your mobile device or print at home. If you are unable to print or bring a digital ticket, please speak to a member of staff at our Information Desk.
- Although we request your details for ticket booking, we can't use these details for 'Track and Trace' so please cooperate by providing details of you full party on arrival.

Seating Information

- Performances will be located in our rear car park. This is an outdoor space without heating or cover from rain or hot sun, so please make sure you dress accordingly.

- Seating will be provided and will be arranged into small areas of up to 6 people. If your party is larger than 6 you'll need to sit in separate groups.
- Facemasks must be worn on arrival and when moving around the building. You may remove your masks when you are seated outdoors. Staff members will wear masks throughout any interactions with you.
- If you have any access requirements please let us know by emailing ticketing@chapter.org

Getting to the venue

- We're located in Canton and can be easily reached from the city centre by car, bus, bike or taxi. Bus numbers 17 + 18 (Chapter Arts Centre stop) go every 5 minutes from Cardiff Central.
- Please note that the car park is closed to accommodate the stage for this performance, the nearest car park is Harvey Street - a two-minute walk from Chapter, and is free for the first two hours. You can find out more [here](#).
- For further details about how to get to Chapter, parking and other useful information, visit: www.chapter.org/visit/how-to-find-us

Upon Arrival

- Please arrive no more than 20 minutes before the show.
- Please head to the rear car park where you will be greeted by a member of staff and given guidance on where to sit for the duration of the performance.
- Our front of house team will point out sanitising stations, and let you know where the facilities are.
- You will be seated with your 'bubble' which only includes the number of tickets you purchased in your booking transaction (up to 6 people). Seats will be set in advance and, for everyone's safety and enjoyment, we regret they can't be changed. Groups will be socially distanced from each other and you must remain in your area for the duration of the performance. If you have any queries, please email ticketing@chapter.org.
- You will have been emailed QR code ticket after booking, please have this available on your smart phone or tablet, or as a print out. If you are unable to print at home, please speak to a member of our staff at the Information Desk.
- Once your ticket has been scanned you will be shown to your seat. As we have to seat people carefully in groups, please be patient with this process.
- You can keep any pushchairs and belongings with you. Drinks and snacks are available from our café bar.

Using the building

- Masks should be worn whenever you are inside the building (unless you are exempt).
- There are toilets, including baby changing facilities, in the main building. We do however encourage audiences to use the toilet before they leave the house as the shows are relatively short and we don't want you to miss anything.
- Our café and bar are open. Walk ups are welcome, but booking is encouraged to ensure a table. For booking and more information, visit: www.chapter.org/food-drink/. You're welcome to buy both hot and cold drinks and snacks from the take away area to enjoy during the performance.

The Show

- National Dance Company Wales Open Air Performance lasts 45 minutes and is made up of two short pieces of dance and optional chance to get dancing yourself. NDCWales dancers will teach the audience some moves at the end of the show.
- There is no interval, but there will be a short pause between the dance pieces whilst our dancers change costumes.
- A free digital programme is available [here](#) (it includes information about the dances as well as videos about how they were made).
- The show is suitable for anyone of any age and shows fun and impressive dance with exciting music.
- The show is highly visual with no spoken word, however the last fifteen minutes requires audience members to follow verbal instructions – d/deaf audience members may find it beneficial to join us on Saturday 7 when both the 2pm and 4pm performances will include BSL interpretation provided by Claire Anderson.

After the Show

- When the show ends you'll need to stay in your seats until ushers lead you away, this is to maintain distance and safety and we thank you in advance for your patience.
- We would love to hear what you thought about the show, and a survey will be emailed to you so please do fill it in, or tweet, Instagram or Facebook us on @ndcwales.
- If you loved the show and want to know more about National Dance Company Wales, please visit www.ndcwales.co.uk to learn more and join their mailing list.

FAQs

What is the show about?

This Open Air Performance is a celebration of being able to dance again, there's two dances and a chance to boogie from your seats yourself. There's no set story line, but the show is funny, has colourful costumes, live music and impressive dance moves.

How long is it?

45 minutes without an interval although there will be a short break between performances whilst the performers change costume.

Is it suitable for children?

Yes! The Open Air Performance is family-friendly, colourful and fun, whilst it's not made specifically for children, it's enjoyable to all and there's a chance at the end to safely burn off some energy.

Do I have to book in advance?

As we have reduced audience capacity, booking is encouraged, but if any tickets are available on the day they can be purchased up to an hour before the performance from our Information Desk or online.

What are the seats like?

Plastic seats will be provided and cleaned between performances. As this is an outdoor event these seats are uncovered. In event of cold temperatures, rain or hot sun please dress accordingly.

Do I have to wear a mask?

No, as this is an outdoor performance masks do not need to be worn. You'll be sitting in groups of friends or family socially distanced from other audience members. In line with government guidelines you are required to wear a mask when using the facilities or entering the building for any other reason.

Can I sit with my friends?

Yes! These performances are a great chance to meet safely with up to 6 friends outside. If you want to sit together, make sure you book your tickets as one group.

Can I use the toilets on site?

Yes, toilet facilities will be available and well sign-posted. Please wear a mask when entering the building.

What happens if it rains?

In cases of wet weather, it is unsafe to dance. On wet days performances will either be cancelled or delayed. If this happens you will be contacted by our team with options.

What is the refund policy?

No refunds or exchanges, unless the event is cancelled. In the event of weather disruption, we will contact you as soon as possible and provide a full refund. In the event of illness or if you are required to self-isolate we regret that we are not able to offer a refund. Please do not attend should you be displaying any COVID-19 symptoms.

What COVID safety procedures are in place?

At NDCWales all performers are completing regular lateral flow tests, as well as dancing at a distance from one another and from the audience. At Chapter all government guidelines are strictly adhered to including sanitation stations, mask wearing and regular cleaning. Track and Trace is also in effect, your details will be saved for Track and Trace when you book your ticket.