



Princes Hall

Theatre · Aldershot

Guidance for Hirers

Useful Contacts

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General Guidelines

In order to assist you in the smooth running of your event, we suggest you follow these guidelines:

- No one is permitted to enter the premises until the Hirer has arrived.
- Everyone in the show must enter and exit through the stage door at the rear of the building.
- Stage door must be staffed by a member of your team.
- A chaperone should be responsible for taking any children to their dressing rooms / stage when necessary.
- A list of all chaperones should be provided to a member of the Technical Department.
- Stage door must be kept locked at all times after participants have been signed in and during the show.
- Dressing rooms are to be kept clean and tidy.
- Corridors and fire exits are to be kept clear at all times.
- No running or shouting in the back stage area.
- No member of the audience will be admitted backstage.
- Doors to the auditorium from the foyer will be opened by the Front of House team 45 minutes before the show start time to allow the audience to take their seats. Please make sure all rehearsals and sound checks are finished at least 60 minutes before the show start time to allow the auditorium to be cleaned.
- No food is permitted front of house or inside the auditorium at any point.
- Once the audience has started to arrive, no one taking part in the show is permitted front of house.

Get In/Access

- The building is usually open from 0830 but can be earlier with prior notice.
- The main loading bay is at the rear of the building, accessed via Wellington Avenue (pictured below).



- The loading bay at ground floor level has lift access to the main auditorium & stage on the first floor.
- Lift: 2m 46cm (8' 1") wide x 3m 53cm (11' 6") depth.
- Loading Bay Door: 1m 96cm (6' 5") wide x 3m 57cm (11' 8") high.

Stage

- Soft proscenium stage.
- Flat wooden floor covered in a black harlequin dance floor.
- Proscenium opening variable up to 15m 24cm (50').
- Height of proscenium 4m 57cm (14' 12").
- Height of grid 7m 32cm (24' 1").
- Stage depth or 7m 62cm (25')
6m 40cm (20' 12") excluding apron blocks. Please note apron blocks are always used unless required to be removed
The ten apron blocks are 1m 22cm (4') x 1m 22cm (4').
- Rostra blocks available on request in the following sizes:
Ten X 61cm (2') high x 244cm (8') width by 91.5cm (3') depth
Four X 1' high x 244cm (8')width by 91.5cm (3') depth
Extension option - five of the 61cm (2') high blocks can be increased to 91.5cm (3') high.

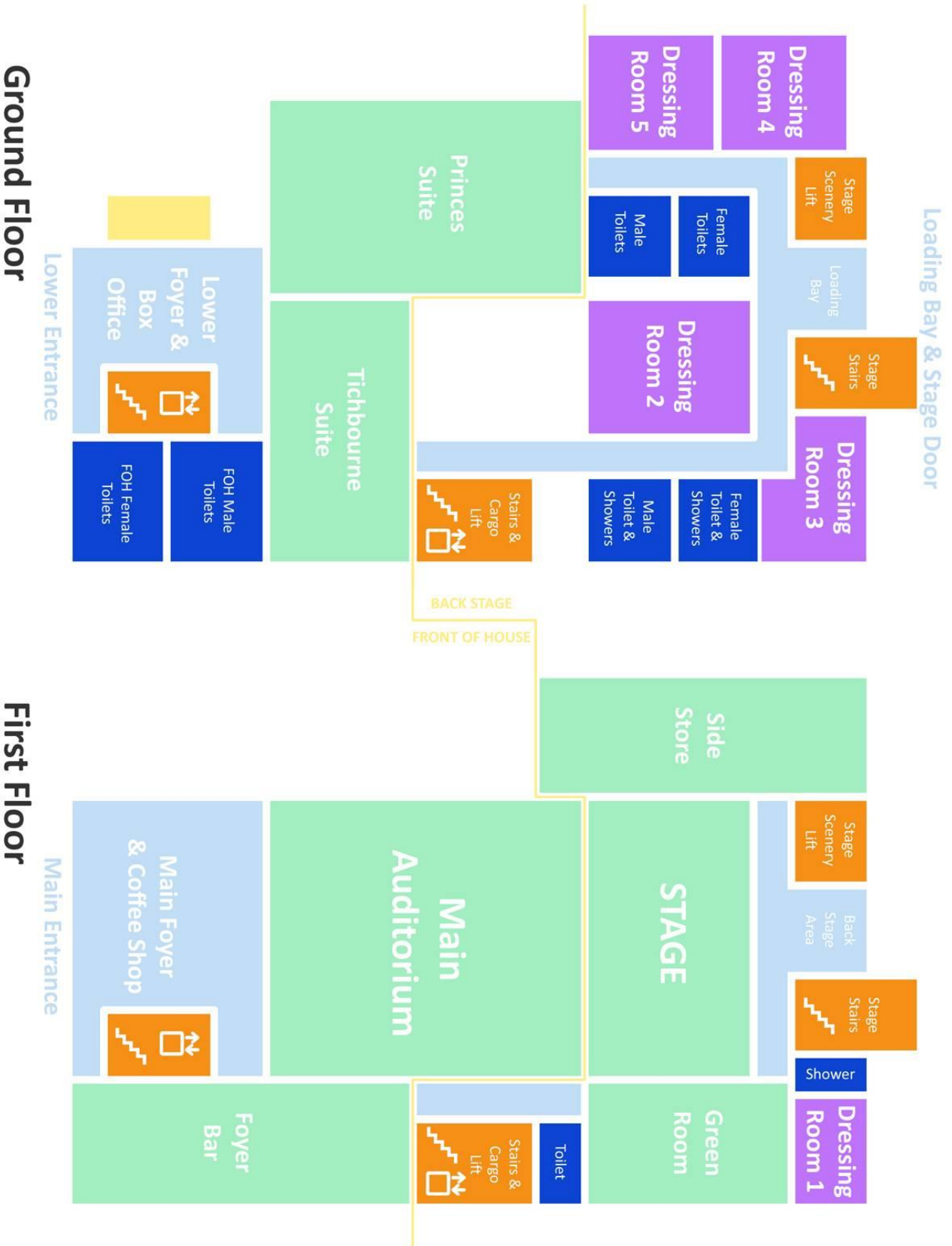
Stage Door / Drop Off and Collection

- No one is permitted to enter the premises until the main organiser / Hirer has arrived and the stage door is manned by a member of the company.
- We recommend that you park in the High Street Multi Storey Car Park. Please do not park your car at the stage door area when dropping off as this can cause major congestion. More information on parking can be found online www.princeshall.com/carparking
- When you arrive at the theatre please DO NOT enter through the front entrance. Enter through the stage door at the rear of the building (pictured below) and sign in.



- Parents that are dropping off children taking part in the event are not allowed in to the back stage area and must drop their children off at the stage door. Parents can then access the theatre to watch the show via the entrance doors at the front of the building.
- As soon as all company members have been signed in and during the show the stage door must be kept locked.
- After the show, all parents must collect children from stage door, not from the main auditorium.
- Please do not park your car at the stage door area when collecting people as this can cause major congestion. More information on parking can be found online www.princeshall.com/carparking

Venue Plan



Dressing Rooms

First Floor (Stage Level)

Green Room

This room has an iron, ironing board, fridge, kettle and microwave oven and washing up sink. There are two lit mirrors with sinks, which can be partitioned from the main space. An accessible toilet is adjacent to the Green Room.

Capacity: - 20

Dressing Room 1

Dressing room with one lit mirror and sink. Closest to the stage with an en-suite shower and W/C.

Capacity: - 2

Ground Floor (Sub Stage)

Dressing Room 2

Dressing room with six lit mirrors and two sinks. There are also benches and clothes hooks making this room ideal for larger groups.

Capacity: - 25

Dressing Room 3

A medium sized dressing room with three lit mirrors and two sinks. This room is useful for small groups or as a wardrobe area. There is a working washing machine & tumble dryer.

Capacity: - 15

Dressing Room 4

A medium sized dressing room with five lit mirrors and three sinks. This room can be opened out into dressing room five to make one large room.

Capacity: - 20

Dressing Room 5

A medium sized dressing room with four lit mirrors and three sinks. This room can be opened out into dressing room four to make one large room.

Capacity: - 20

Princes Suite

The larger of two interconnecting additional function rooms that can be used as a holding bay. This room has both a wooden and carpeted floor.

Capacity: - 100

Tichbourne Suite

The smaller of two interconnecting additional function rooms that can be used as a holding bay. This room has both a wooden and carpeted floor.

Capacity: - 50

Tickets Sales & Box Office Services

The Princes Hall, Aldershot is a multi-purpose venue, with retractable terrace seating, this style of floor plan will be used for your event.

There are three options when it comes to ticket sales.

1. You print and sell your own tickets.
2. We print your tickets (7p + vat each) and then you sell.
3. We print and sell your tickets (costs below).

If we sell the tickets for you, then it gives your customers the added convenience of being able to pay by card over the phone (or online if you choose to include this service) and by cash and cheque in person, as well as the Box Office being open 10am to 5.30pm Mon to Friday and 10am to 3pm on Saturday.

Box Office Prices	
Ticket Printing	5p + VAT per ticket if we sell 10p + VAT per ticket if hirer sells
Ticket Sales	10% of gross + VAT (or 5% charity rate)
Box Office open at event	£100 + VAT per performance (Monday - Saturday) £120 + VAT per performance (Sunday)
Ticket System Commission (Inc. online sales)	4% + VAT

Contacts:

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The 595 seats of the auditorium are divided into three main areas:

(Although we have 595 seats, not all are necessarily available to sell – please see notes. Therefore, in the first instance Hirers are advised to work to the figure of 561 available seats.)

Stalls

Located on the flat floor nearest to the stage

Each row is at the same level

Rows A to I

234 seats

Terrace

Located to the rear of the stalls

Each row is raised (from row K)

Rows J to S

244 seats

Balcony

Located at the rear of the auditorium

Each row is raised

Rows W to ZZ

117 seats

All seat numbers run consecutively from left to right, as you face the stage. If an aisle splits a row then the seat numbers continue across (not missing out numbers). This means that in certain locations in the terrace and balcony the seat numbers do not line up from row to row!

IMPORTANT INFORMATION - Although we have 595 seats, not all are necessarily used.

The following seats are **never sold**. (Marked on the plan as black squares)

- **Row K, seats 1 – 6** these seats are called House Seats. They are **never sold** and kept available for the night of the event in case of emergency.
- **Row S, seats 8 & 21** these seats are for stewards. They are **never sold** and kept available for the night of the event.

The following are seats that can be sold, but it depends on your requirements. Please discuss in detail when you are making your booking / checking technical requirements.

- **Row I, seats 1 – 26** are only used when you need the extra capacity. Using Row I means that all the rows in the stalls are much closer together and can feel a little cramped.
- **Row R, seats 7 – 18 & Row S, seats 9 – 20** are not used if you need room for a sound-desk. If your sound-desk will be in the Control Box (upstairs, behind the balcony) then these seats are available. If your sound-desk needs to be in the main auditorium, it is located over these seats.
- **Row C, seats 1 – 2, Row F, seats 1 – 2 & Row I, seats 1 - 2** these seats act as buffer zones for wheelchair users. If you are selling seats to wheelchair users, then these seats must not be sold, please see below for more information on wheelchair users. (Highlighted on the plan by a black border)

Terms and Conditions of ticket sales.

Please note that by agreeing for the Princes Hall to act as your Box Office, our Terms and conditions and customers schemes (i.e. Essential companion Scheme) will apply to your event.

Terms and Conditions

Refunds & Exchanges

We regret that once purchased, tickets cannot be exchanged or refunded, except in the case of a cancelled event. For cancelled events tickets must be returned to the Princes Hall before a refund will be issued. When we issue a refund to you, we will refund the price that you paid for your ticket. Service fees, processing fees and any other fees, such as delivery fees, are not refundable. In the event of extreme weather conditions (i.e. heavy snow fall) we are unable to offer refunds or exchanges if the show goes ahead.

Pricing and Other Errors

If the amount you pay for a ticket is obviously incorrect, regardless of whether it is an error in a price posted on this web site or otherwise communicated to you, or you are able to order a ticket before its scheduled on-sale date, then we reserve the right, at our sole discretion, to cancel your order and refund to you the amount that you paid. This policy will apply regardless of how the error occurred.

Ticket Availability

Ticket availability is subject to change. Sometimes promoters release additional tickets for an event after it has gone on sale. Tickets are also "locked" (not available) for a short time while customers complete their purchase. If a customer does not complete his or her purchase, previously locked tickets are released and made available for purchase. For these reasons and others, the tickets available for a given event can and do change rapidly. If you are unable to find tickets to an event, please check back again. Once your purchase has been completed however, we are unable to exchange or refund your order even if additional tickets become available at a later date.

Essential Companion Scheme

For those who need additional assistance...

The Princes Hall operates a scheme for those who need somebody to be present, in order to assist them.

This Scheme allows members a free or reduced price adult ticket so that they can bring an 'Essential Companion' with them. The Scheme is not open to or intended for those who simply require a companion / friend or require assistance with transportation to the Princes Hall.

More information on our Essential Companion Scheme can be found at www.princeshall.com/access

Tickets printed by Princes Hall Box Office

Details of your event will be printed on standard Princes Hall admission tickets. The full colour tickets are 7.6cm(h) x 15.3cm (w) with a 3cm stub. We generally require 48 hours notice to print all tickets, which can then be collected from the Box Office.

Tickets produced and printed by you.

If you have decided to sell your own tickets you must remember to include the following information on each one:

Event Name

Event Date & Start Time

Event Location - Princes Hall, Princes Way, Aldershot, Hampshire, GU11 1NX

Your Box Office Contact Number

Seat Location – ROW NUMBER and SEAT NUMBER

Seat Cost – if you have different prices for Adults and Concessions (Senior Citizens, Children, etc.)

If you sell your own tickets there are no charges

Your Box Office

Please provide us with a contact telephone number for your Box Office. We may get calls from people asking to buy tickets for your event.

At your event you will be provided with a table in the main foyer on the first floor (if required) so that you can sell any tickets you may have remaining and also hand out tickets to customers who will be collecting from you directly before the event.

Wheelchair Users

The auditorium seating is able to accommodate a maximum of 6 wheelchair users. Due to the size of standard wheelchairs two auditorium seats (seats 1 and 2) must be removed per wheelchair.

All allocated seats that can be removed for wheelchair users are found in the stalls. Rows A, B, D, E, G and H, seats 1 –2.

Companions, and other members of the group accompanying a wheelchair user, can be seated in the same row from seat 3 onwards.

As a courtesy to our customers, we offer the 'companion' of wheelchair users a complimentary ticket. This industry standard complies with the DDA (Disability Discrimination Act). When selling your tickets you will have to decide if you want to offer this discount. For more information on our scheme visit www.princeshall.com/access



Princesses Hall Theatre • Aldershot

BOX OFFICE 01252 329155
www.princesshall.com

Princes Way • Aldershot • Hampshire • GU11 1NX

STAGE

Front Stalls													Rear Stalls														
A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	A
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	B
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	C
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	D
E	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	E
F	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	F
G	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	G
H	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	H
I	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	I

Terrace													Rear Stalls														
J	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	J
K	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	K
L	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	L
M	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	M
N	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	N
O	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	O
P	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	P
Q	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	Q
R	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	R
S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	S

Front Stalls													Rear Stalls												
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Terrace												
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Balcony																													
W	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	W
X	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	X
Y	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	Y
Z	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	Z
ZZ	1	2	3	4	5																							ZZ	

Balcony																											
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