



## **Grimm Tales for Young and Old - FAQ's**

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### **TICKETS**

#### **How much are the tickets?**

From £20 for children under 16; £45 for adults; and £125 for a family ticket (2 adults and 2 children). Student (NUS Card holders) & Educational Groups (10+): £25

Adult Groups (10+): £30

Additional booking charges may apply.

Occasionally production hold tickets may be released at a reduced rate. Please check website for availability.

#### **Where can I buy tickets?**

You can purchase tickets from [www.grimm-tales.co.uk](http://www.grimm-tales.co.uk) and [billetto.co.uk/grimm-tales](http://billetto.co.uk/grimm-tales)

#### **Where can I buy preview tickets?**

Tickets for preview shows running on 21st, 22nd, 23rd & 25th November (closed on Mondays) can be purchased from [www.timeoutlondon.co.uk](http://www.timeoutlondon.co.uk) from the end of October

#### **Where can I buy tickets over the phone?**

You can purchase tickets from See Tickets on 0844 579 0095

#### **Can I buy tickets on the door?**

If a performance still has availability then tickets will be available for purchase from Bargehouse, we recommend you arrive at least one hour in advance to arrange this. Tickets will be the same online price and are subject to availability on the day. Check the Grimm Tales Twitter for more information on the day.

[https://twitter.com/grimmtales\\_UK](https://twitter.com/grimmtales_UK)

**Are there concessions for disabled visitors and their carers?**

Carers are eligible for a free ticket to the show but this must be pre-arranged. Please contact [info@seetickets.com](mailto:info@seetickets.com) for more details.

**What happens if I buy tickets online?**

If you purchase your ticket from [www.grimm-tales.co.uk](http://www.grimm-tales.co.uk) or [www.billetto.co.uk](http://www.billetto.co.uk) you will be issued with an e-ticket, which will be sent to the email address provided at the time of booking. There will be no paper tickets sent out, so make sure you save the email containing your e-ticket.

**What if I can't print my e-ticket?**

If you are unable to print your e-ticket you will be able to gain entry through showing your confirmation e-mail on your mobile phone. If purchased through Billetto then you can bring your ticket on your Billetto app as each ticket has a unique barcode and hologram <https://itunes.apple.com/gb/app/billetto-your-social-events/id722356903?mt=8>

If you are unable to do this either, then please contact your respective ticket seller:

If purchased on the Grimm Tales site there is an online form to fill out here

<https://www.seetickets.com/customerservice> or call 0844 579 0095

If purchased from Billetto: [support@billetto.co.uk](mailto:support@billetto.co.uk) or call 0800 043 0401 to explain your issue.

We'll do our best to ensure you are issued with a ticket.

**What happens if I didn't receive my ticket confirmation email?**

If you did not receive your ticket confirmation email, please contact your respective ticket seller:

If purchased on the Grimm Tales site there is an online form to fill out here

<https://www.seetickets.com/customerservice> or call 0844 579 0095

If purchased from Billetto: [support@billetto.co.uk](mailto:support@billetto.co.uk) or call 0800 043 0401

**What is your refund/ticket exchange policy?**

Refund and exchanges are available, depending on circumstance.

Please contact your ticket seller for more information

If purchased on the Grimm Tales site there is an online form to fill out here

<https://www.seetickets.com/customerservice> or call 0844 579 0095

If purchased from Billetto: [support@billetto.co.uk](mailto:support@billetto.co.uk) or call 0800 043 0401

**PERFORMANCE DETAILS****How long is the performance?**

The performance will run for approximately 155 minutes (plus wandering time). This includes a 20 minute break, 60 minutes into the show, where refreshments and toilets will be available.

**What are the show times and dates?**

Please check the performance calendars on [grimm-tales.co.uk](http://grimm-tales.co.uk) to see these.

You will be allocated an entry time on your ticket, and it is advised to arrive no later than this time to ensure that you have enough time to prepare for the performance. Visitors have been advised on their entry times to arrive earlier than the beginning of the performance so as to have time to get to their first space.

Matinee shows start at 2:30pm, Evening shows start at 7:30pm

### **What is the format of the show?**

The audience will be divided into three groups and will take one of three journeys through the various floors, stopping off to see five tales - and then encountering (down corridors and through doorways) other glimpses of other fairy tale characters and images in other rooms.

### **Which Tales are in the show?**

All three audience groups will witness retellings of five tales from the following list: The Frog King or Iron Heinrich, Hansel and Gretel, The Goose Girl in Spring, The Three Little Men, Thousandfurs and Faithful Johannes.

### **Why do you describe your experience as Immersive?**

We refer to our experience as Immersive as it will involve the audience being part of the set that the performance takes part within. There will be no division between storytellers and audience - and, in the spirit of the original Grimm Tales, the stories will be told directly to those gathered round. Please note there is no audience participation required.

### **Should we arrive early for the performance?**

We recommend that you arrive at least 15 minutes before the performance starting time, and have indicated an arrival time on your ticket that is either 15 or 30 minutes before the start time

Matinee shows actually start at 2:30pm, Evening shows start at 7:30pm

### **If I'm 10 minutes late, is that OK?**

Once the performance has started it is difficult to let in audience members and therefore we recommend that you arrive early for the performance. Any late-comers will be held by front of house staff and taken into the show at a relevant time in between tales. So you may miss one or more of the tales, so try not to be late.

### **Are cameras allowed to be used?**

Unfortunately, we do not allow the use of cameras, video cameras or any other electronic equipment that can be used to capture images or footage of the performance. You will be able to take photos on your mobile of the set, after the performance has finished. If you share them on social media then please let us know!

Instagram: #grimmtales

Facebook: Grimm Tales - An Immersive Fairytale Organisation

Twitter: @grimmtales\_UK

**Are food and drink allowed?**

Unfortunately, food and/or drink are not allowed to be brought into the performance space. There are bars on-site where you can buy alcoholic and non-alcoholic drinks and cold food and snacks.

**Do you offer any visits for groups or school parties?**

Unfortunately, we do not offer specific visits for groups or school parties. There is a group ticket rate available on [grimm-tales.co.uk](http://grimm-tales.co.uk) (or from See tickets) for groups of 10+

**Is there a cloakroom?**

A cloakroom is available and you will be asked to check bags in. We advise you to wear relatively warm clothing so you may wish to hang on to your jackets/coats. We also recommend comfortable footwear.

**AGE AND SUITABILITY****What are the ticket age brackets?**

Child tickets are for under 16s and children must be accompanied by an adult. The performance is recommended for age 8+

**Are there any age restrictions?**

Tickets are recommended for age 8+ with parental discretion required for 6-8s

**Is the performance scary?**

The original tales *are* scary, and disturbing - in so far as witches imprison little children, intending to fatten them up and eat them, while stepmothers abandon their young, and princes are decapitated... And obviously a theatre production, especially one so close-up, can seem far more real than reading a story. But while the show will be true to the Grimm's original tales, the production won't be gory in a blood-everywhere way: the horror will be suggested, rather than graphically represented. Stepmothers *will* remain heartless, though; and witches unremittently evil - don't be tempted to eat that house...

**Will my 4-, 5-, 6-, or 7-year-old find it scary?**

We have put a suggested 8+ age limit, based on how the equivalent key stage in schools only introduces discussions of death and bereavement at this age. 4-6 year olds will, we feel, be too young: (some were evidently frightened by the tales in the previous show at Shoreditch Town Hall) Parents can make their own choice with regards to how grown up their 7-year-olds are. All children under 16 **must** be accompanied by an adult.

**LOCATION AND ACCESSIBILITY****Where is Bargehouse?**

Please see [grimm-tales.co.uk](http://grimm-tales.co.uk) for detailed information on how to reach Bargehouse. Further information is available at <http://www.oxotower.co.uk/find-us/>

**Where is the nearest underground station?**

The nearest underground stations to the Bargehouse, are as follows:

- Blackfriars (Circle and District) – 5-10 minute walk
- Southwark (Jubilee Line) – 10-15min walk
- Waterloo (Jubilee, Northern and Bakerloo lines) – 10-15 minute walk

**Where is the nearest rail station?**

The nearest National Rail services are Waterloo, Waterloo East, Blackfriars and Charing Cross

- Blackfriars is a 5-10 minute walk from Bargehouse
- Charing Cross is approx.15-20 minutes walk from Bargehouse
- Waterloo and Waterloo East are approx.10-15 minute walk from Bargehouse

**Is Bargehouse accessible via bus?**

There are good bus links from both London Bridge and Waterloo areas. The RV1 and 381 buses run from London Bridge to Waterloo and stop close to Oxo Tower Wharf. 1,4,26,59,68,76,168,171,172,176,188, 243, 341, 501, 521, X68 to Waterloo Bridge  
45, 63, 100 to Blackfriars Bridge  
381 to Stamford Street

For further information on travel please visit [www.grimm-tales.co.uk](http://www.grimm-tales.co.uk) or <http://www.oxotower.co.uk/find-us/>

Please also check that your travel will not be disrupted on <http://www.londontransport.co.uk/tube-dlr-overground/status/>

**Are there parking facilities nearby?**

There is no parking on site, however there are 2 car parks within 5 minutes' walk: Cornwall Road car park – underground and open 24 hours; and the street-level Doon Street car park (entrance on Upper Ground opposite the National Theatre). Both car parks are operated by Apcoa Parking UK. We recommend contacting them by phone on 020 7620 0357 to confirm opening and closing times.

**Is there wheelchair access/ access for disabled customers?**

Due to the restrictions of the building and the temporary nature of the event, Bargehouse is unable to accommodate visitors who rely on lift access. A wheelchair lift can take people to the first and second floors, however, the performance moves around the second, third and fourth floors. Please contact [info@grimm-tales.co.uk](mailto:info@grimm-tales.co.uk) before booking to avoid disappointment.

**EATING AND DRINKING****Is there a bar and/or restaurant?**

Bargehouse boasts a pop-up bar especially for Grimm ticket holders, allowing you to relax with a drink pre or post-show, serving beers, wine, soft drinks and snacks.

Open: 1 hour before the first performance of the day (check the calendar for times)

Closing time: 11pm

Bargehouse, located within Oxo Tower Wharf is home to the rooftop Oxo Tower Restaurant and Oxo Brasserie, phone Oxo for bookings on 020 7803 3888

### **Is there a programme available to purchase?**

The Grimm Tales programme will be available to purchase in the Market Place at the entrance of Bargehouse. It features a number of exclusives, including interviews with Philip Pullman and Philip Wilson, plus 6 commissioned illustrations by artists represented through The Other Art Fair. You can also get your hands on a Penguin Classic Grimm Tales with our bespoke cover design.

Also on sale will be the exclusive, limited edition Grimm Tales tote bags, of which there are 4 different designs.

### **MEDICAL ISSUES**

#### **Is the performance suitable for those with epilepsy?**

Yes, there is no strobe lighting.

#### **Is the production suitable for those who are pregnant?**

This performance is suitable for those who are pregnant but please take into account that entry is at your own discretion. The performance will involve walking and standing for prolonged periods of time so may not be suitable for those who are heavily pregnant.

### **SUPPORT AND SPONSORSHIP**

For information about sponsorship opportunities please email [info@grimmtales.co.uk](mailto:info@grimmtales.co.uk)

### **CONTACT**

#### **How can I get in contact?**

For any other enquiries please contact Bargehouse, visit <http://www.oxotower.co.uk/find-us/>

For any information regarding future Grimm Tales events please contact [info@grimm-tales.co.uk](mailto:info@grimm-tales.co.uk)

Alternatively, drop us a tweet at [@grimmtales\\_UK](https://twitter.com/grimmtales_UK)