The Flood 2017 FAQ’s

1. WHAT EXACTLY IS THE PERFORMANCE?

The performance is the story of a worldwide flood that brings destruction upon the city. It is set in a dystopic future not too far removed from our current world.

The first part can be seen online from 27th February. The second part will be performed at Victoria Dock. Flood, Part 3 will be shown on BBC2 in the summer. And the final part will be performed at Victoria Dock in October. Information about these future performances will be issued nearer the time.

Flood, Part Two: Abundance is an outdoor theatre production which will be performed on a series of floating platforms and boats in the Victoria Dock half tide basin. It tells the story of the rising waters and storms that arrive at the same time as Gloriana, a woman impossibly brought up from the depths of the sea by a fishing net.

An audience of upto 450 people will watch the 70-minute performance each night from dry land, listening to the action through headphones. The event is produced by Slung Low and Hull UK City of Culture 2017.

1. WHEN ARE THE PERFORMANCES TAKING PLACE?

* The performances are taking place between Tuesday 11th April to Saturday 15th April 2017

1. WHEN ARE TICKETS AVAILABLE TO BOOK?

All promotional material will be explicit about the need to book tickets in advance through the Hull 2017 box office.

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1. HOW MANY TICKETS ARE AVAILABLE IN TOTAL?

There are approximately 2,250 tickets available for the whole week, that’s 400 each night.

1. HOW MUCH DO TICKETS COST?

The tickets are £12.50 or £10 for concessions.

Concessions are:

       Senior citizen aged 65+

       Individual under 18 years of age

       Students

       Low or unwaged

       Deaf or disabled

1. HOW MANY TICKETS CAN I BOOK?

- You can book up to a maximum of 10 number of tickets

1. CAN I MAKE A GROUP BOOKING?

Yes. We consider a group booking as 10 or more individuals from an organisation (such as a school, voluntary and/or charitable organisation). Tickets are limited and are available on a first-come, first-served basis. If you would like to make a group booking, you can contact us on boxoffice@hull2017.co.uk.

1. CAN I BOOK BY TELEPHONE?

We’ve invested in making our website and the booking process as simple as possible to allow customers to self-serve, 24/7. Although we strongly recommend you use our online services, we do operate a limited telephone service between the hours of Monday to Friday 9am-9pm and Saturday and Sunday 9am-5pm. You can call us on 01482 30 2017. Customers will be charged for tickets to be posted. Please be aware that it is likely you will be placed in queue and waiting times will vary

1. CAN I BOOK TICKETS IN PERSON?

No. Tickets are available through our website, self-service ticket kiosk at the Welcome Pod or telephone only.

1. WHAT IF I NEED HELP OR ADVICE?

You can contact the company on [flood@slunglow.org](mailto:flood@slunglow.org) with any questions. **Should this be the box office address?**

1. HOW WILL I RECEIVE MY TICKETS?

DIGITAL TICKETS

All events / activities that are ticketed (free or paid) through hull2017.co.uk offer a quick and easy Print@Home ticket. You can print these yourself and present them at the event / activity or alternatively, present them on your smartphone. Tickets will be scanned.

PRE-PRINTED TICKETS

You can select to have your tickets printed out and posted to you – there is an additional charge of £1.50 per order for this. If you misplace your tickets, you can download them by signing into your online account with us. We post tickets 1st class Royal Mail as standard. We do not take responsibility for tickets. Pre-Printed Tickets will become unavailable 72hrs before a event / activity.

1. CAN MY TICKETS BE HELD FOR ME TO COLLECT ON

THE NIGHT?

Sadly not, they will be emailed directly to your stated email.

1. WILL THERE BE ANY SORT OF AID REQUIRED TO FULLY ENJOY THE PERFORMANCE?

Each audience member wear a set of headphones which we provide, all the dialogue and audio from the stage will be played directly through to these headphones, thereby making sure that all paying audience members will hear every last sound intended! It also means that the sound disturbance to the local residents is kept to a barely noticeable minimum.

1. WHAT IF I CAN NO LONGER ATTEND?

Tickets cannot be refunded unless the event / activity has been cancelled or rescheduled. Tickets may be exchanged for another performance of Flood a minimum of 48 hours before the booking and at the discretion of the Box Office Manager. A £1 admin fee will be charged for ticket exchanges.

1. WHAT IF I LOSE MY TICKETS AFTER PRINTING THEM OFF?

If you lose your tickets after printing them off, just find your confirmation of booking email and print off the attached tickets again.

1. WILL YOU BE CLOSING ANY ROADS?

No.

1. WILL LOCAL RESIDENTS STILL BE ABLE TO ACCESS THEIR HOMES, SHOPS AND PARKING AS USUAL?

Yes.

1. WILL THERE BE SPECIAL EVENT PARKING?

Yes, all audience members without access needs should park at the Deep car park. Those audience members with access needs should follow signs for special parking. **A team of stewards will be at the Deep and signs will show audience members exactly where to park. This parking is free of charge to ticket holders. Please make sure you have your tickets ready to display when you park at The Deep.**

1. DO YOU HAVE A WAITING LIST?

No, we do not have a waiting list however all tickets are based on a first come, first serve basis and must be purchased in advance to the performance.

1. WHAT HAPPENS TO PEOPLE LIVING IN THE AREA? WILL THEY GET TICKETS?

A special dress rehearsal for local residents will take place on Monday 10th. Slung Low are liaising with the local residents to make this happen.

1. WHAT TIME DOES IT BEGIN AND END?

The performance should start at approximately 8pm and should finish at 9.15pm

1. WHAT TIME CAN I GET ACCESS TO THE SITE?

The audience can access the site at anytime.

1. IS THERE ALLOCATED SEATING?

**No, viewing the performance requires standing, if however you have an ailment of some kind that prevents you from doing so then you can bring your own seat related health needs with you.**

1. CAN I BRING MY OWN CHAIR

We would really rather you didn’t. If you need one for health or access reasons please do bring them obviously.

1. IS THE SHOW SUITABLE FOR CHILDREN?

There are adult themes throughout. We would advise no audience younger than 12.

1. PETS

It would be best not to bring your pets. They’ll be cold and they wont be able to hear anything through the headphones. Obviously working dogs that aid access are welcome.

1. TRANSPORT

**Looked into the trains but we can’t get anything later at the moment. We’re hoping a 10:30pm TP Express will leave Hull for Manchester in May, but it’s got a little way to go before that definitely happens. So prt 4 yes, should have something better in place.**

**Buses. We could look into wrapping buses that run to Victoria dock from town as part of a marketing campaign?**

**Bus services: Run by EYM and stagecoach.**

**16 - Hull Interchange - Preston Road**

**78 - Hull - Hedon**

**078 - Hull - Hedon**

**79 - Hull - Hedon**

**80 - Hull - Hedon**

1. ACCOMMODATION:

There are numerous places to stay overnight in Hull City Centre and the surrounding area. For more details, please visit [**www.visithullandeastyorkshire.com**](http://www.visithullandeastyorkshire.com/)

1. IS FOOD OR DRINK AVAILABLE – OR MAY I BRING IT WITH ME?

Please do not bring alcohol with you.

1. ARE THERE TOILETS NEARBY?

Audiences will have access to nearby toilets that will be clearly signposted.

1. WHAT CONSIDERATIONS HAVE BEEN GIVEN TO THOSE WITH DISABILITIES?

Specific performances will be subtitled and audio described. Check website for details. There will be wheelchair viewing platforms available as well. Please contact [flood@slunglow.org](mailto:flood@slunglow.org) with any access questions or concerns.

**Do you want to run these enquiries from Slung Low or box office?**

**Blue badge parking facility (might need to arrange with village hall/pub)?**

1. CAN YOU PROVIDE PUBLICITY OR INFORMATION IN ALTERNATIVE FORMATS OR LANGUAGES?

We can provide information in alternative formats if you contact us via email at theteam@hull2017.co.uk.

1. WILL THE SHOW BE CANCELLED IN BAD WEATHER?

Unless the conditions are horrendous, the show must go on! However, please note that the performance is outside so please do dress accordingly.

1. I’VE LOST SOMETHING WHILST AT THE EVENT, WHAT DO I DO?

Contact box office at the site in the first instance. If you lost something whilst you were attending the event and realise after you’ve left, please get in touch with us via email at theteam@hull2017.co.uk with a description of the item. We’ll see if it was found and returned to us and we’ll reunite you with it as soon as we can.

1. WHAT DO I DO IF I LOSE SOMEONE IN THE CROWDS?

There will be front of house members of staff on hand to assist you. If you lose someone, please make an event steward aware of the situation and they will implement an official lost child/parent procedure. Event stewards will be clearly identifiable in a uniform.