



School & Group Visits

This document has been prepared to help you plan your visit to Rhyl Pavilion Theatre and to ensure that you and members of your group enjoy your time whilst remaining safe.

Rhyl Pavilion Theatre offers a safe environment for visitors and staff and complies with all relevant Health & Safety regulations and legislation. The Theatre has carried out extensive Risk Assessments covering all areas of the building, and all types of activity which take place within it. All Theatre staff are fully briefed in the Theatre's emergency evacuation procedures.

Some hazards remain, and it is the responsibility of everyone, whether theatre staff or visitor, to ensure that the risk of injury to themselves or others is minimised at all times. Audience members are required to always behave in an orderly and responsible manner, and group leaders are deemed to be responsible for the behaviour of individuals in their group.

In particular, they must ensure that all instructions given by members of the Theatre staff are followed, and that the fixtures and fittings of the building are not misused, abused, or damaged by any individual in any way.

Group leaders and individuals are expected to abide by the conditions of booking as specified on the admission ticket. Group leaders are also required to advise the Theatre at the time of booking of any circumstances which may affect the health and safety of any individual, or of any controls which may be necessary.

We hope you enjoy the show.

Rhyl Pavilion Theatre



Hazard	Risk	Control
Fire	Personal injury or fatality	<ul style="list-style-type: none"> • Theatre to maintain building in such a way as to reduce risk of fire. • Full Fire Risk Assessment to be periodically reviewed, and controls implemented. • Fire Alarm, Emergency Lighting, and Fire Fighting systems and equipment to be fully maintained. • Emergency Evacuation procedure to be practiced regularly by Theatre staff. • Smoking is always prohibited in all areas of the Theatre.
Emergency Evacuation	Panic leading to personal injury	<ul style="list-style-type: none"> • Test drills carried out at regular intervals. • All exits checked by Theatre staff before each performance. • All Theatre staff trained on evacuation procedures • Follow instructions given by Theatre staff. • Group leaders to ensure no delay by the collection of personal belongings. • Group leaders to be responsible for behaviour of individuals in their care.
Emergency evacuation of wheelchair users and people with mobility issues	Delays in evacuation	<ul style="list-style-type: none"> • Test drills carried out at regular intervals. • All Theatre staff trained on wheelchair evacuation procedures and associated equipment.
Auditorium seating	Personal injury arising from misuse of seating	<ul style="list-style-type: none"> • All seats to be used properly – all persons to be seated with the seats in the down position. • Group leaders to be responsible for behaviour of individuals in their care. • Individuals to follow any instruction given by Theatre staff.
Auditorium Aisles	Access, egress and evacuation blocked	<ul style="list-style-type: none"> • Aisles to be kept clear – no waiting, standing or sitting in the aisles. • Group leaders to be responsible for behaviour of individuals in their care. • Individuals to follow any instruction given by Theatre staff.



Hazard	Risk	Control
Stairs	Personal injury following fall on stairs	<ul style="list-style-type: none"> • All persons to behave appropriately on stairs. • Group leaders to be responsible for behaviour of individuals in their care. • Individuals to follow any instruction given by Theatre staff.
Heights (Circle or Balcony)	Personal Injury following fall from height (Circle or Balcony). Panic or illness due to vertigo. Injury from items dropped or thrown from height.	<ul style="list-style-type: none"> • No person to lean or climb over Circle or Balcony railing/balustrade. • Theatre Staff to be vigilant and prevent any person attempting to climb over Circle or Balcony railing/balustrade • Group leaders to be responsible for behaviour of individuals in their care. • Group leaders to advise the Theatre at time of booking of any individual with a history of suffering from vertigo. • Group leaders and Theatre staff to be vigilant in preventing items being deliberately or accidentally dropped or thrown from height. • Individuals to follow any instruction given by Theatre staff.
Rowdy, aggressive, or inappropriate behaviour	Personal injury to a third party Conflict caused by disruptive behaviour	<ul style="list-style-type: none"> • Each individual to always behave in an orderly and considerate manner whilst in the Theatre. • Group leaders to be manage behaviour of individuals in their care in a calm manner. • Individuals to follow any instruction given by Theatre staff.
Personal abuse	Physical or psychological injury	<ul style="list-style-type: none"> • Group leaders to be responsible for behaviour of individuals in their care. • Individuals to follow any instruction given by Theatre staff. • All incidents to be reported to the Front of House Supervisor.



Accessible Seating

Designated spaces for wheelchair users are available, with adjacent companion seating and convenient access to exits and toilets. Access the theatre via the main theatre entrance, which has ramped access from the car park and pavement.

Arrival and Departure

There is a designated coach drop off point directly outside the theatre entrance, and designated coach waiting areas on the promenade.

Access the building is through the main entrance only. Access through fire exits will not be permitted.

Groups will be seated in order of arrival, as directed by the Front of House Supervisor and Ushers. Once groups have been seated, they cannot be moved.

Groups must exit the auditorium at the end of the performance. Theatre staff will advise designated waiting areas, where groups can safely wait for coach collection.

Help & Advice

If you need any further help and advice, please contact the Box Office on **01824 774893** or email **box.office@dll.co.uk**