

Audience Information

Thank you for your interest in our Autumn concerts. In order to make our concerts as COVID secure as possible and to look after both our players and you, our audience, various measures will be in place as follows:

Buying tickets

All tickets will be on sale via www.ticketsource.co.uk only. There will be no tickets offered for sale on the door.

Ticketsource offer both online and telephone booking services and a small admin fee is payable for both of these options. They accept all the usual debit/credits for payment for tickets.

Tickets will be sold based on a fixed seating plan. The seating plan on the Ticketsource website clearly shows the seats being offered for sale. Alternate rows of the stalls (raised seating) have been removed from sale in order to maintain social distancing. The software has an automatic social distancing tool whereby adjacent seats will automatically be removed from sale on either side of the seats you select, once the sale is completed.

In order to maintain social distancing between the NPO players, the orchestra will extend out from the stage and cover most of the arena floor. There will be only 3 rows of arena seats offered for sale. If you buy seats in the side stalls you may find that you are looking at the orchestra from the side, rather than from the front.

You will be required to create an account on www.ticketsource.co.uk if you have not used it before. Contact details will be required which will then be used by the NPO in order to comply with NHS Test & Trace requirements.

Your ticket will be emailed to you for you to print or keep on your smartphone or tablet. If you order by telephone and do not have an email address, an A4 paper ticket will be posted to you.

Wheelchair places are available at the back of the stalls, in each corner of the hall. Each wheelchair space will have free-standing chair next to it for an assistant/friend. Wheelchair users will have access to the lift as usual. Albert Hall staff will show you to the lift but will not travel up/down with you. It will be spray-cleaned between each use.

If you book a wheelchair space could you please contact the NPO Administrator using the details below, so we can advise the Albert Hall that you will be attending and they can make suitable arrangements.

The box office system will be closed off at 6.00pm on concert day and a box office report of names and addresses will be printed.

Upon arrival & at the venue

The concert starts at 7.30pm and will be just over 1 hr with no interval

The doors will open at 6.30pm

Audience members will be met at the door and shown into the venue a few at a time. The entrance door which should be used is the one nearest the Nottingham Playhouse. The door nearest to Derby Road will be exit only.

You will simply need to give your name so we can tick you off the box office report. There will be no need to show your ticket or for anyone to handle any paper tickets, You may show your e-ticket on your phone/tablet screen if you wish, but there is no need for this.

There will be a one-way system in operation in the venue which will be clearly signposted. You will be directed straight to your seat on arrival.

Toilet facilities will be available, of course, but alternate stalls/ wash basins etc will be out of use in order to maintain distancing.

No tea/coffee or bar services will be available.

There will be no printed programmes. We will put programme notes on our website for you to download in advance if you wish.

There will be supplies of hand sanitiser at various locations throughout the hall for you to use.

At the end of the concert the audience stewards will show the audience out a few at a time, again following the one-way system.

It is a requirement of the venue that masks/facecoverings are worn by anyone entering the building. The usual exemptions for children and for those with a medical condition apply. We also expect everyone to maintain social distancing at all times.

There's no doubt that it will be a very different experience for all of us, but we hope that you enjoy the concert.

Nottingham Philharmonic Orchestra Ltd