

# Chesterfield Venues

Two Venues - One Box Office | Corporation Street Chesterfield



## ACCESS:

Both venues are wheelchair accessible with designated spaces to the left of the Winding Wheel auditorium. The Pomegranate has removable seats at front and rear of the stalls and an adapted toilet to the rear of the auditorium; a wheelchair lift provides access to the bar area.

(N.B. For safety reasons, customers needing to be wheeled all the way to their place are deemed to require the same method of transport to leave in an emergency and are therefore asked to remain in their wheelchairs throughout the performance.)

Please tell the Box office, when booking, if you or any of your party need to use any of these facilities or have mobility problems of any kind so that we can make your visit as comfortable as possible.

Hearing assistors are available at both venues.

We welcome Guide Dogs.

Please tell the Box Office, when booking, if you need to make use of any of these facilities.

An enlarged text, electronic version of the brochure, which may be suitable for people with impaired vision is now available. Please contact us for details.

Customers are reminded that both the Winding Wheel and the Pomegranate Theatre are no smoking venues, and that photography/ recording of any kind is prohibited during performances.

All mobile phones and pagers should be turned off during a show.

**LATECOMERS** may only be admitted when there is a suitable break in the performance.

The Pomegranate Theatre receives financial assistance from Chesterfield Borough and North East Derbyshire District Councils.

## BOX OFFICE:

Tickets can be booked in person at the Pomegranate Theatre, Corporation St, 10am to 7pm every day except Sunday or Chesterfield TIC, Rykneld Square, 9am to 5pm Monday to Saturday. To book by telephone just ring 01246 345222 or 345334. You can also book online at [www.chesterfieldvenues.co.uk](http://www.chesterfieldvenues.co.uk), please note a booking fee applies.

We take payment by cash, by cheque made payable to Chesterfield Borough Council, or by Visa, Mastercard, Maestro, Solo & Delta (All cards subject to a 50p booking charge).

Reserved seats must be paid for within four days of booking and not later than 30 minutes before the performance. N.B. Chesterfield Venues cannot be responsible for any tickets not paid for within the specified time.

Concessions are available at many theatre performances. Please ask if you think you may be entitled to a reduction. (N.B. You may be asked for proof of eligibility.)

National Theatre Tokens are accepted for many performances at the Pomegranate – look out for the symbol on the theatre pages.

Exchanges (Pomegranate events only) can only be offered if tickets are returned at least 24 hours before the performance. We are unable to refund money (except in the event of cancellation by the venue) but will exchange tickets for another performance of the same show or issue credit vouchers for future use. A charge will be made for this service, which applies only to tickets purchased from the venues and is not available for on-line bookings.

Tickets may not be exchanged or money refunded.

All persons, including babies of any age, must have a valid ticket.

Customers may experience continuous exposure to high sound level.

The management reserves the right:-

- to provide alternative seats to those specified on the ticket.
- to refuse admittance and, occasionally, to conduct security searches.
- to request that a patron leaves the venue and take action to enforce this right.
- to make necessary changes to the advertised programme without prior notice.

Any queries regarding tickets purchased from ticket agents or from hirers must be directed back to the relevant agent.

Any complaints should be made promptly to the Management either before or during the performance.

For more information about other services at Chesterfield Venues e.g. hiring, or to comment on our services contact:

**Pomegranate Theatre**, Corporation Street, Chesterfield S41 7TX

[www.pomegranatetheatre.co.uk](http://www.pomegranatetheatre.co.uk) Tel: 01246 345222

or

**Winding Wheel**, Holywell Street, Chesterfield S41 7SA

[www.windingwheel.co.uk](http://www.windingwheel.co.uk) Tel: 01246 345334

N.B. All information regarding show titles and ticket prices is correct at time of inclusion on the website but we reserve the right to amend as necessary.