

FREQUENTLY ASKED QUESTIONS

Q I'm disappointed - Why are shows being cancelled?

Following government advice that citizens should avoid all unnecessary gatherings as well as advising pubs, clubs and theatres to close to help prevent further spread of Coronavirus. This decision to temporarily close was made by Solihull Council who are also our Public Health Advisors. They'll also advise us when we can re-open for some or all of our services

Q My show is definitely cancelled what happens now?

Ticketholders will receive a letter advising whether the show is being re-scheduled (a new date) or a straightforward cancellation. The letter will contain clear instructions about what to do. Wait for your letter before requesting a refund.

Q What if I don't get a letter?

We may also have emailed – check your inbox and spam folder. If you don't receive a letter within a few weeks it might be worth checking that we have up to date contact information for you. Also visit the event page on our website to see the current situation if you're unsure.

Q What happens if I bought my ticket direct from the local Am Dram Society staging the show?

We don't have your money, only the Society can refund you so we suggest you contact the person who sold you the ticket. Sorry, we don't have records for Society customers so are unable to help with your queries.

Q Will my tickets still be valid for the rearranged show?

Yes. Wait for full instructions in the postponement letter that will be sent to you. This will give you options and advise you how to proceed.

Q Are all shows being re-arranged?

No, sadly this won't be possible for some shows and events. Ticketholders will be sent letters that will either postpone or fully cancel shows, so instructions will be given in the letter about how to obtain your refunds.

Q Can I keep the same seats for the rearranged show?

Yes if the show is being rearranged, you'll receive a letter advising you that you can use your existing tickets for the new date – We recommend you write the new date on your tickets and/or calendar to remind you to attend!

Q What if I can't attend the new date?

Your tickets can be refunded – follow the instructions in the letter.

Q I've paid for a full course – what happens next?

Check on the webpage if there's any information updated and posted in the relevant event detail or on the 'NEWS' section of the homepage. Some course tutors may contact you directly to make arrangement for catching up or resuming the course. If it's not possible to catch up on the missing sessions, or you're unable to attend the new dates, you can ask for a pro-rata refund based on the number of missing sessions.

Q I'm a regular attender for health and fitness classes – are these affected?

Yes. Classes and courses are cancelled as well as shows. See the website or await news from your Tutor. We know participants will miss their regular classes and hope to be back soon!

Q Is the Crunch Craft group still meeting on Wednesdays?

No sorry - due to Government advice to avoid gathering.

Q Is the Library and Encore Café Bar closed too?

Currently the Library is open, they've amended their seating to enable people to 'distance' themselves from others. The Café Bar is closing on Friday 19th March until further notice.

Q Is Blood Transfusion still scheduling Donor appointments at your venue?

Yes, they will invite or cancel blood donors directly, in their normal way until we hear otherwise.

Q Are Courtyard Gallery exhibitions still being shown?

No. Regrettably all April exhibitions are cancelled and the gallery is currently empty.

Q My future show has not yet been cancelled, but I don't want to come - what do I do?

We are cancelling shows up to the end of May 2020. We can only allow refunds for shows that are definitely cancelled/postponed. Sit tight and wait until you know whether the show will be cancelled nearer the time, as we currently have no fixed 'end date' and the situation is under constant review. Regular updates will be posted on individual event pages on www.thecoretheatresolihull.co.uk and on the homepage to keep you up to date.

You can follow us at: Facebook.com/TheCoreTheatreSolihull or @coretheatresol to keep up to date.