

# Information for School Groups 2021

## COVID-19

We are a COVID-safe venue and our COVID-safe plan can be found on our website: <https://riversideparramatta.com.au/your-visit/patronsafetyinformation/>

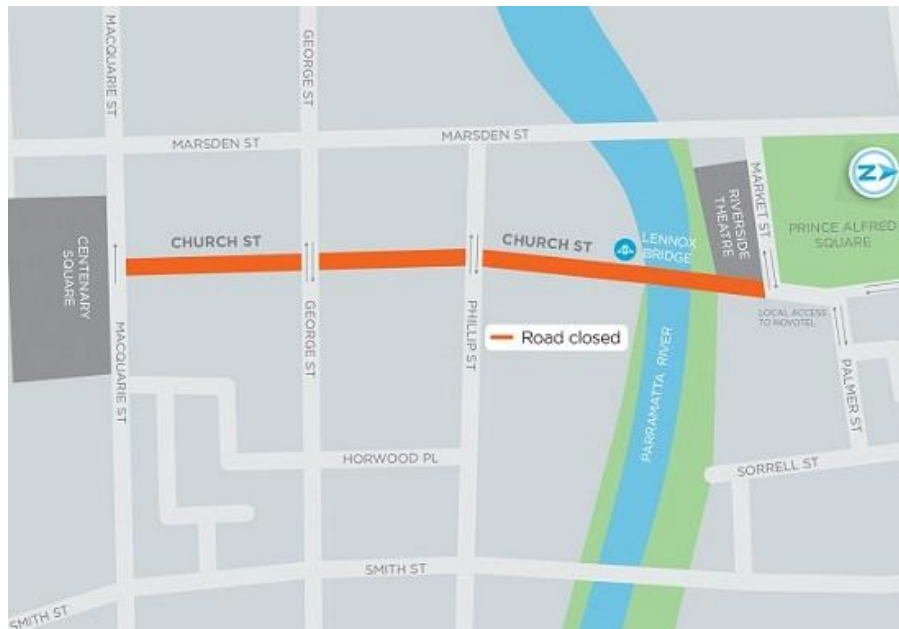
Please note as restrictions and legislation is constantly changing, you will need to ensure you keep up to date and check all communications from Riverside Theatres on the lead up to your excursion.

## Buses- Parking and Drop Off

Bus zones for drop off are located on Market Street behind the theatre. Buses can park on Market Street for the duration of the performance, however, drivers must remain with the vehicle at all times. If you require parking for a mini-bus or disabled parking, please contact The Box Office on 8839 3308 and arrangements may be made depending on availability. Please note there may be a small administration charge involved.

## Church Street Permanent Road Closure and Ongoing Road Works

As of 1 February 2020 Church Street between Market Street and Macquarie Street is permanently closed to traffic. A map below shows the closure:



Apart from the permanent change above- the road closures around the Parramatta CBD due to the construction of the light rail are constantly changing. **Please make sure you make yourself/ your bus company aware and give yourself extra time to allow for a change of route. We recommend using a navigation program such as google maps that updates with these traffic conditions.**

### **Car Parking**

If you are driving a car into Riverside, a number of parking stations are located within easy walking distance. Limited metered street parking is also available. If coming to an evening performance and arriving AFTER 6pm, or a weekend performance at any time, a discounted rate is available at ERBY PLACE carpark which is off Phillip Street (behind the Sicilian Restaurant). You can collect a voucher from box office that will give you discount (to be paid on exiting the carpark).

### **Public Transport**

Riverside is a 10-15 minute walk from Parramatta train station, or a 10 minute walk from the Ferry Wharf. For maps or directions, please visit our website [www.riversideparramatta.com.au](http://www.riversideparramatta.com.au). It is advisable to check appropriate timetables.

### **Eating at or around Riverside**

We recommend you allow time for students to eat lunch or recess before or after the show to avoid taking food into the theatre, which for some shows may not be permitted. Riverside's bar sells soft drinks and light snacks, however please note it is not always open for school matinees.

**PLEASE NOTE- Hot food is not permitted inside the theatres.**

There are many food outlets within a 10-minute walk of Riverside, mostly along Church Street between Riverside and the Parramatta Train Station.

If your students are bringing a packed lunch, we recommend you head across to Prince Albert Park adjacent to the theatre (on Market Street). There is also plenty of room to sit and eat along the riverbank. In poor weather we can accommodate small groups in the theatre Courtyard.



## **Toilet Facilities**

Riverside has toilets, including disabled toilets, located on both sides of the foyer. It is recommended that you allow time for students to use these facilities before the show starts, as leaving the auditorium during the performance can be disruptive. Please see Front of House staff when you arrive and they will be able to direct you to the nearest toilets.

## **School Bags**

We recommend that students leave large school bags at school or at home and bring a small bag or satchel to carry essentials. School bags can become an obstacle in an emergency evacuation. If a performance is busy or in a smaller space bags are sometimes prohibited, so in this case students will be asked to leave their bags in a designated place within the Riverside complex.

## **Getting Seated**

Most daytime school performances are UNRESERVED seating unless otherwise specified. This means seats are not allocated by row and number, but that we will seat you in school groups. Please arrive at least 30 minutes before the performance starts and see the Front of House staff in the foyer so that your school group can be seated in an orderly and timely manner. In lieu of tickets, you are emailed a confirmation letter at the time of payment. Please bring this with you on the day. If you would like a copy of your confirmation letter please contact us on 8839 3308.

If you are booked in a weekend or evening session, seating is allocated and you will need to collect your tickets from the box office on arrival.

## **Access Requirements**

Please let us know as soon as possible if you have any additional seating requirements for accessibility so we can accommodate you accordingly.

## **Risk assessments**

Riverside has a Risk Assessment Policy available to download from our website- [www.riversideparramatta.com.au](http://www.riversideparramatta.com.au). Alternatively, please contact us on 8839 3308 and this document can be posted, faxed or emailed to you directly.

If you have any questions regarding any of the above or regarding your booking into Riverside, please contact our Education Coordinator on 8839 3308.

