

# WICKED

## ACTIVE LEARNING

SCHOOLS • COLLEGES • YOUTH GROUPS

# Trips + Visits Planning Guide

YOUR ESSENTIAL GUIDE TO DELIVERING AND SAFEGUARDING  
A VISIT TO EXPERIENCE 'WICKED' AT THE APOLLO VICTORIA THEATRE



WICKED  
ACTIVE LEARNING

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# WICKED

# ACTIVE LEARNING

## Introduction

Every year since 2006, the **Apollo Victoria Theatre** has safely and successfully welcomed over 800,000 people to performances of **Wicked** and we look forward to welcoming your school, college or youth group.

In support of Learning Outside the Classroom and your visit to experience **Wicked** live on-stage in London, we are pleased to provide this free **Planning Guide** to assist from a safeguarding and risk management perspective in addition to helping you deliver a well-planned and rewarding trip.

To mitigate risk, a designated **Visit/Group Leader** and/or **Educational Visits Coordinator (EVC)** from your school, college or youth group may wish to undertake a **risk assessment**.

The information provided in this **Planning Guide** is advisory and does not replace the completion of your own risk assessment.

Educators and other accompanying adults are responsible for the general health, safety, behaviour, and any special needs of all individuals in their care when visiting the venue.

The venue is immediately adjacent to public transport.

Coaches/minibuses can drop-off/pick-up directly outside the **Vauxhall Bridge Road** entrance.

The venue has **emergency protocols** for all foreseeable incidents and has trained members of uniformed theatre staff on duty at every performance to deal with any situation that may arise.

Within this **Planning Guide**, you'll find evacuation and emergency procedures, security and arrival protocols, venue and local area maps and details of venue facilities.

Should you wish to assess the venue in advance of your visit, please contact the

**ATG Entertainment** Theatre Management on **+44 (0)20 7834 6318**

Alternatively, you can view our free **Venue Preview Video**.

We look forward to welcoming you to a performance of **Wicked**.

#### Please note:

Groups are required to arrive no later than 30 minutes prior to the published start time of a performance, using the **Vauxhall Bridge Road** entrance.

**Wicked** is suitable for a general audience and contains no profanities. As a guide to educators, parents, guardians, and team leaders, it is **recommended for ages 7+**. Children under 5 cannot be admitted to the venue.

Loud noises, flashing lights, smoke effects and strobe lighting feature in the production.

The Producers cannot guarantee the appearance of any artist, which is always subject to illness, injury, statutory holiday entitlement, and unforeseen circumstances.

We are not responsible for the content of external sites.

**WickedActiveLearning.co.uk**

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ENTERTAINMENT

THE APOLLO VICTORIA THEATRE  
17 WILTON ROAD  
LONDON SW1V 1LG

**Theatre Management:** +44 (0)20 7834 6318

**Email:** apollovictoriamanagement@atgentertainment.com

## Introduction

The **Apollo Victoria Theatre** is owned and operated by the **ATG Entertainment** and licensed by the **City of Westminster** licensing authority.

We conduct regular health and safety, fire safety and environmental safety tests throughout the year, making the venue compliant with all current legislative policies.

We have **public liability insurance** and are committed to providing a safe environment for all our patrons.

Prior to arrival, please ensure that you have read this **Planning Guide** and contact us in advance if you have any additional questions or concerns.

Please note that additional security measures and/or public health protocols may be introduced at any time without notice, pending UK Government advice.

## Venue Staff

Our uniformed and trained theatre staff are stationed throughout the venue and are easily identified by their distinctive uniforms and name badges:





# Emergency Protocols

## Venue Evacuation + Emergency Procedures

The venue is fitted with a fire alarm and evacuation system. An evacuation will be made apparent by a uniformed **Duty Manager** advising the audience of the situation, and asking all patrons to follow the instructions of uniformed staff. All exits will be staffed during an evacuation, and you will be advised of the quickest route. We have included a seating plan (see **Page 17**) showing all aisles, seating, fire exits and toilets in the auditorium.

**Fire Exits** are clearly marked:



We strongly advise that you pre-arrange an **Assembly Point** with your students, to be used in the event of an evacuation. Our suggestions are:

Cathedral Piazza  
Victoria Street  
London SW1E 5BP

Cathedral Walk  
Cardinal Place Shopping Centre  
London SW1E 5JH

The meeting points are shown on the map on **Page 19**.

Cathedral Piazza is a large open space in front of Westminster Cathedral.  
The central area of Cardinal Place, surrounding the green glass sculpture, is covered.  
Both locations can be accessed by exiting the theatre from the Vauxhall Bridge Road exit.



Cathedral Piazza



Cardinal Place

# Important Visitor Information

In alphabetical order

## Access

If you or any of your party have access requirements, please contact us in advance of your visit, to enable us to ensure that a uniformed staff member is on hand to assist with the venue lifts and any additional access needs required.

Further information can be obtained by calling us on **0800 912 6973**  
Typetalk Number **18001 0800 912 6973** or by emailing **apollovictoriaaccess@atgentertainment.com**

[Click here](#) for full venue Access information, including details of **Captioned**,  
**Sign Language Interpreted** and **Audio Described** performances.

## Adult/Student Ratios + Supervision

The producers of **Wicked** provide **free teacher ratio tickets** as follows:

**Secondary** 1:10\* (11<sup>th</sup> ticket is free)

---

**HE, FE, EFL, ESOL, Youth/Student Groups** 1:10\* (11<sup>th</sup> ticket is free)

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To meet any additional risk management criteria and/or ensure effective supervision of individual group needs, extra tickets may be purchased at the applicable discounted group rate.

Please ensure your group meets the minimum adult-to-pupil ratio for your school/college/youth group, and that students/pupils are supervised accordingly.

Failure to comply with the adult-to-pupil ratio may result in entry to the venue being denied.  
Free teacher ratio tickets do not apply to Home Educators.

# Arrival Protocols

See also 'Latecomers' on **Page 8**.

**All groups are required to arrive no later than 30 minutes prior to the start of the performance** to allow ample time to access the venue, use any required facilities, find your seats and settle your party.

To expedite your arrival, please enter via the **Vauxhall Bridge Road\*** entrance of the venue and where possible provide everyone in your group with their own individual **eTicket** (either on an electronic device or printed).

\*See map on **Page 19**. Search/SAT NAV: **SW1V 1EJ**

Performances start promptly at 2.30pm and 7.30pm, unless otherwise stated on your booking confirmation and/or **eTickets**.

Doors open from **90 minutes** prior to the start of performances, providing access to venue facilities including gendered and accessible toilets. The auditorium opens approximately **55 minutes** before, providing full access to all venue facilities including additional gendered toilets.

Please be aware that large groups may be held outside the venue prior to the auditorium opening as we are unable to hold large groups in the Foyer area.

If there are any issues with your tickets on arrival, one adult leader should report to the Box Office on the **Wilton Road** side of the venue.



**London Victoria Mainline** and **Underground Stations** are located directly opposite the theatre and involve crossing one street (**Wilton Road**) via the designated Pedestrian Crossing.

The venue's **Vauxhall Bridge Road** entrance can be easily accessed via **Wilton Road** or alternatively, if travelling by tube, please use the **Cardinal Place** exit of **Victoria Underground Station** and cross **Victoria Street** and **Vauxhall Bridge Road** on foot via the designated Pedestrian Crossings.



Coaches/minibuses can drop-off/pick-up directly outside the venue's **Vauxhall Bridge Road** entrance\*.  
Search/SAT NAV: **SW1V 1EJ**

\*Coaches/minibuses are permitted to drop-off/pick-up at this location but are **not permitted to park**.

[Click here](#) for information about coach parking in the City of Westminster.

The venue is located within the centre of a ring road and both streets are single direction only.  
**Please note that vehicles cannot drop-off, park, or stop on Wilton Road.**

# Behavioural Code of Conduct

Teachers and/or other accompanying adults are responsible for the conduct of everyone in their party throughout a visit to the venue.

In visiting the venue, you agree to follow any instructions provided by a member of the uniformed theatre staff and to respect others' enjoyment of the performance.

If the behaviour of any group or individual affects the safety or enjoyment of other patrons, they may be asked to leave the venue by a uniformed **Duty Manager**. Please ensure that you have contingency measures in place if anyone in your party is asked to leave.

## Face Coverings

As per UK Government advice, mask wearing is an individual's personal choice.

## First Aid



The venue has multiple trained first aiders on duty at each performance, covering all levels of the building.

First Aid kits, automatic defibrillator machines and oxygen are stored in several areas around the theatre and available to our staff in an emergency.

*Please note that we are reliant on schools/colleges informing us of any specific medical needs or pre-existing medical conditions. Drugs cannot be administered by venue staff.*

**Nearest Hospital: Guy's and St Thomas' NHS Foundation Trust.**

The A&E department is located at:

**St Thomas' Hospital Emergency Department**

**Lambeth Palace Road**

**London SE1 7EH**

Nearest pharmacy / chemist:

Boots

Unit 42B

Victoria Station

London SW1V 1JT

Boots

Unit 13 Cardinal Place

Cathedral Walk

London SW1E 5JH



# Food Safety + Hygiene

All food sold within the venue is served in sealed packaging.

All Ice Cream is kept at the optimum frozen temperature at all times.

Allergen information and ingredient information is available on our products.

Please ask a uniformed member of staff for this information.

## Getting Here

**The Apollo Victoria Theatre** is situated between the parallel streets of **Wilton Road** and **Vauxhall Bridge Road** in Central London (see map **Page 19**), with entrances on both streets.

<b>London Underground Stations</b>	Victoria	0.1 miles (0.2km)
<b>National Rail Station</b>	London Victoria	0.1 miles (0.2km)
<b>Coach (Bus) Station</b>	Victoria	0.4 miles (0.6km)
<b>Airport</b>	London City	8.5 miles (13.6km)
	London Gatwick	30 minutes by Rail
	London Heathrow	15.4 miles (24.8km)

**Victoria Underground Station** is on the Victoria and Circle & District lines.

## Latecomers

**Groups are required to arrive no less than 30 minutes prior to performance times.**

Should your group be running late for the start of the performance, we kindly ask that you contact the venue to inform us in advance (please call **+44 (0)20 7834 6318**).

*Please note that if your group arrives less than 5 minutes before the start of the show you may be held in the venue foyer for up to 25 minutes to watch the show on a monitor.*

Any group arriving after the performance has started will be held in the foyer until a suitable break in the performance, which is approximately 25 minutes after the start time.

Any group arriving after this break will be held until the interval.

No refunds or exchanges can be offered to late arriving groups.

Please follow the instructions of the uniformed venue staff, who will ensure that you are seated as quickly as possible, while minimising disruption to the performance and other patrons.

## Lunch Facilities

See also '**Outdoor Public Spaces**' on **Page 10**.

Unfortunately, we do not have facilities or spaces to accommodate the eating of packed lunches prior to performances, and these must be consumed externally.

Food/snack items bought from home/school may be kept securely in bags while visiting the venue but not consumed.

Subject to prior arrangement and availability, the nearby **Girlguiding ICANDO** centre offers spaces for lunches for school groups at a cost.

Call **+44 (0)20 7592 1818** or email [icando@girlguiding.org.uk](mailto:icando@girlguiding.org.uk) for more information.

Girlguiding ICANDO  
17-19 Buckingham Palace Road  
London SW1W 0PT

## Missing Child Protocol

If a child in your school/college/youth group is missing and/or does not meet at a pre-arranged time or location, please notify a member of the uniformed theatre staff who will contact the Duty Manager to immediately instigate the venue's missing person protocol.

All attendees should be made aware in advance of the performance that if they become separated from their group, or lost within the venue, they should make themselves known to a member of the uniformed theatre staff.

## Multi-faith Prayer Rooms + Places of Worship

The nearest Multi-faith Prayer Rooms are located at **Guy's and St Thomas' Hospital**.

[Click here](#) for more information.

Occasionally, we do have spaces available within the venue that can be utilised for prayer or as multi-faith rooms. This is subject to availability and would need to be prearranged with us in advance. [Click here](#) to contact us.

For schools/colleges looking to combine a visit to **Wicked** with wider opportunities for **RE** and **Citizenship** studies, there are various places of worship in the immediate and wider London area, some of which also welcome educational visits. [Click here](#) to request our **Places of Worship Guide**.

## Outdoor Public Spaces



The venue is surrounded by outdoor spaces which your school/college/youth group can utilise in good weather before your visit, whether to enjoy some fresh air or to bring your own packed lunches:

**Cardinal Place Roof Garden** is a 5-minute walk away, situated on the upper level of the retail and food complex and accessed via escalators and a lift. Ground level shops include **Boots**, **Holland & Barrett** and **M&S Simply Food**.

Cardinal Place Roof Garden  
100 Victoria Street  
London SW1E 5JD

**Lower Grosvenor Gardens** is a 5-minute walk from the theatre, on the opposite side of Buckingham Palace Road.

Lower Grosvenor Gardens  
Grosvenor Place  
London SW1W 0RN

**Christchurch Gardens** is approximately an 8-minute walk away, at the junction of Victoria Street and Broadway.

Christchurch Gardens  
Victoria Street  
London SW1H 0AX

### Royal Parks

For groups looking for larger spaces, you can head to **St James's Park**, London's oldest Royal Park, or **The Green Park**, which provides more than 40 acres of mature trees and grassland.

Both are approximately a 10-15-minute walk away from the venue and will take your group past **Buckingham Palace**.

## Payments + Transactions



**Cashless payments** are in operation throughout the venue.

**Apple Pay**, **Google Pay**, **Credit and Debit Cards** and **GoHenry Cards** are all accepted.

Cash is not accepted.

# Photography, Filming + Mobile Phone Use



In consideration of other patrons and the performers, **all electronic devices must be switched off during the performance.**

The filming, photography or recording of the performance is unlawful and anyone making a recording will be required to delete the content and may also be asked to leave the venue.

The filming, photography, or recording of Q&As is not permitted and all electronic devices must be switched off for the duration.

Patrons are permitted to film/photograph in and around the venue, including in the auditorium, before and after the performance as well as during the curtain call.

## Security

The safety and security of all our customers is paramount. Bag searches are in operation at the venue, and we ask for your cooperation.

No belongings should ever be left unattended in or around the venue.

Every individual in your party will need a ticket to enter the venue.  
(Please note that children under 5 cannot be admitted).

We advise that you arrange a pre-agreed meeting point within the venue, in the event of a member of your party becoming separated or lost. Please ensure you inform a member of uniformed theatre staff, so they can assist in locating the individual(s).

## Sickness

Should a member of your school/college/youth group be taken unwell and vomit, please immediately notify a member of the uniformed theatre staff. If any individual needs to leave the auditorium or the venue, they must do so in the company of a teacher or supervising adult.

To minimise disruption to the performance, a member of our cleaning staff will apply superabsorbent granules to any affected area, soaking up any liquid mess, neutralising noxious chemicals and odours. Other than individuals directly affected, and out of respect for other audience members, we ask that all other members of your group remain in their seats.

## Souvenirs



A range of souvenirs are available to purchase from the Kiosks. Souvenir Programmes are available throughout the theatre. To pre-purchase items or view the range, [click here](#) to visit the online shop.

Cashless payments are in operation throughout the venue.

## Teacher/Accompanying Adult Seating

See also **Adult/Student Ratios + Supervision** on **Page 5**.

Adult supervision is essential for all educational and youth group visits, and accompanying adults must sit in amongst their students during the performance.

All persons attending, regardless of age, must be in possession of a ticket.

Children under 5 cannot be admitted to the venue.

## Tickets



All school/college/youth group trips and visits to **Wicked** must be booked in advance.

Please note that all tickets are digital and our uniformed theatre staff will scan the barcode on either your electronic device or a printed **eTicket** on arrival.

When purchasing tickets, please note that access to the Stalls is via flights of steps. Once in the Stalls Auditorium, seats are all located on a gentle slope with no additional steps. The Dress Circle is accessed via flights of steps and each row is tiered, with steps between each.

A **Step Guide** is available on request from **Wicked Active Learning**.

For any specific access requirements, see **Access** on **Page 5**.

Discounted tickets are available to Primary (Year 3+) and Secondary Schools, FE, HE, EFL, ESOL + youth groups (including uniformed youth groups + performing arts groups).

Subject to Terms + Conditions. See **Wicked Active Learning** website for details.

For further information or to book tickets, **Q&As** and **Official Workshops**, contact the **Wicked Active Learning** in-house education team at [Hello@WickedActiveLearning.co.uk](mailto>Hello@WickedActiveLearning.co.uk)  
or call **+44 (0)20 7183 5109**

Monday-Friday 10:00am-6:00pm excluding Bank Holidays.



## Timings

	Matinees	Evenings
Doors open	1:00pm	6:00pm
Auditorium opens	1:35pm	6:35pm
Show starts	2:30pm	7:30pm
Show ends	5:15pm	10:15pm
Venue closes	5:30pm*	10:30pm
Act One:	85 minutes	
Interval:	20 minutes	
Act Two:	60 minutes	

Timings are approximate and subject to change without notice due to unforeseen circumstances.  
Please check your booking confirmation and/or **eTickets** for any variation to performance times.  
If you have booked a **Q&A**, these take place after Wednesday 2:30pm performances and finish at 6:00pm.

\*Except for Q&A attendees.

## Toilets



**Gendered Toilets** are located across all levels of the venue, both inside and outside the auditorium.

There is an **Accessible Toilet** in the main foyer.

## Ventilation



The venue's full-fresh-air ventilation and cooling/heating system ensures that everyone in the auditorium has 12 litres of fresh air per second, which is above the recommended minimum of 10 litres per second.

## Venue Facilities

The venue has bars, kiosks, and souvenir outlets at various locations throughout the public areas of the building. Please note that all drinks may be taken into the auditorium.

The venue exercises a strict **Challenge 25** policy\*.

Ice creams, sweets and soft drinks are available from all kiosks, in addition to being available inside the auditorium pre-show and during the interval. We also operate a **delivered-at-seat service** should you wish your group to remain in their seats. This service can be used by scanning the QR code at your seat with your smartphone to access the menu and place your order.

Once a booking is completed, a **pre-order form** can be provided on request, enabling you to purchase selected products in advance, with the items delivered to your seat on the day.

A limited number of **Booster Seats** are available at several points throughout the venue.

Please ask a uniformed member of staff.

**The theatre does not operate a cloakroom facility** and suitcases, rucksacks, or large bags are not allowed in the venue. Small bags and coats may be stored under your seat during the show.

If a member of your party has large items that require storage, they can be stored, for a fee, with **Stasher**:



**Stasher** offers luggage storage in over 3,500 locations, including many within walking distance of the **Apollo Victoria Theatre**. Bookings can be made instantly online [here](#).

Use the code "**wickedms5**" for a discount.

Please note that all bookings are made directly with **Stasher**, and neither **Wicked** nor the venue is responsible for any loss or damage of personal belongings.

\***Challenge 25** is a retailing strategy that encourages anyone who is over 18 but looks under 25 to carry ID. Applicable ID: A card bearing the PASS hologram, a photographic driving licence or passport.

# Risk Assessment Supporting Information

The Apollo Victoria Theatre is committed to providing its audiences with a safe environment. This document is to be used to inform your own groups risk assessment, not in replacement of it.

Preliminary visits if required: we will accommodate a 30 minute preliminary visit for two staff members from the school/college/university or organisation to help them become familiar with the venue ahead of their trip.

The health and safety of all visitors is of the utmost importance and stringent protocols are in place to ensure that everyone who visits us does so in a safe environment.

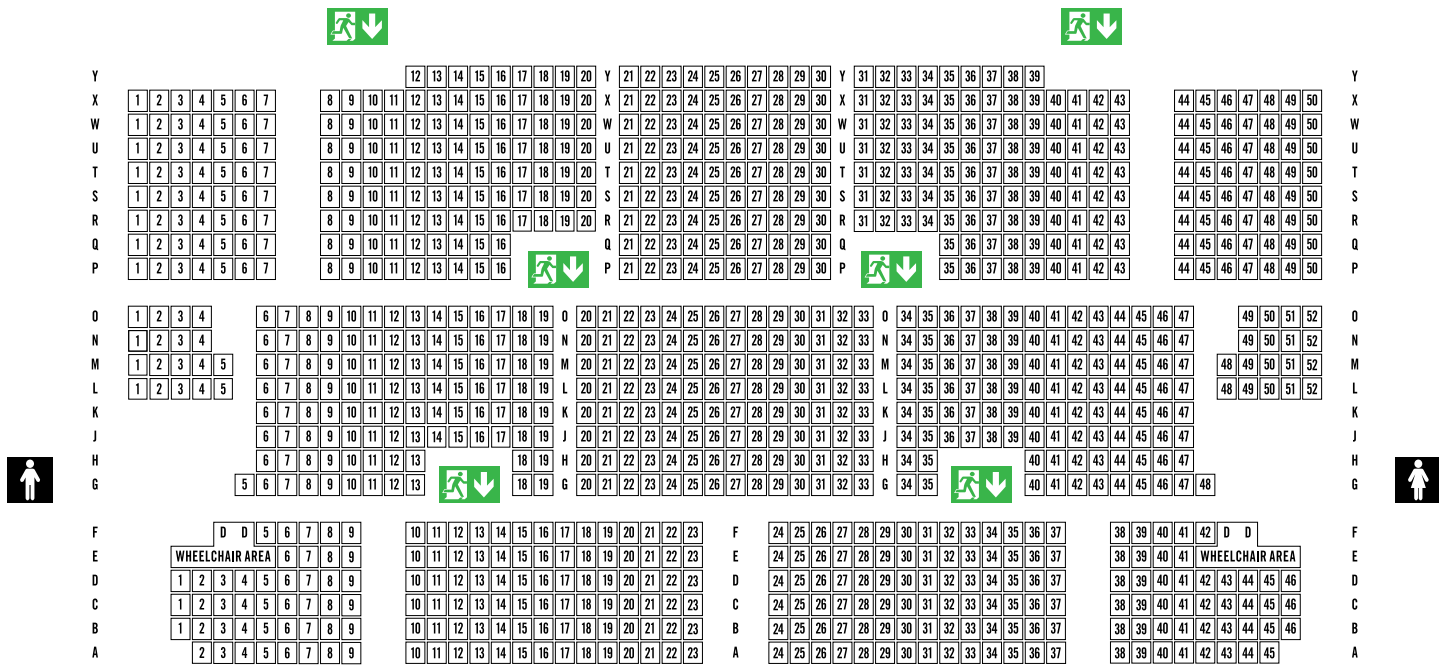
## Statutory Responsibilities

Licensing	We hold a premises licence issued by Westminster Council and our premises are subject to regular inspections and meet regulatory requirements.
Fire Safety	All ATG Entertainment venues have fire policies in place and are subject to regular inspections and audits. All our staff are trained in the event of an evacuation, and we hold regular fire drills as well as a yearly planned audience evacuation.
Liability	We hold Public Liability Insurance as well as Building Insurance. Our insurers also undertake annual inspections of the premises.
Risk Assessments	All ATG Entertainment venues undertake their own risk assessments which comply with regulations and the company's risk policies.
Maintenance and Equipment	We have a comprehensive maintenance regime in place, with all plant and equipment and machinery covered by a maintenance contract and certified where necessary.
Front of House	Every performance is led by a Duty Manager who is fully trained in First Aid and Emergency protocols. We also ensure that every show has enough first aid trained staff to cover every section of our auditorium. Our Front of House team are also all fully trained in evacuation procedures.
School Visits	Students and staff from schools should be covered under your own insurance whilst they are off the premises on an 'official school visit'.

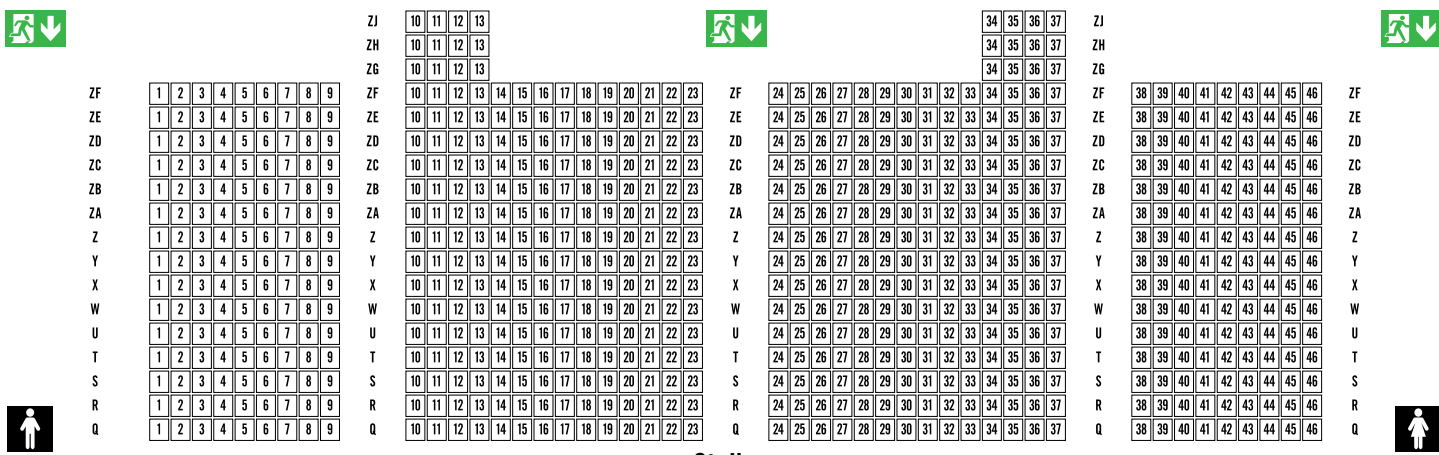
Hazard	Control Measures
Security	The Apollo Victoria Theatre employs an external security team who are on site throughout our operating hours. A CCTV and monitoring system is also in constant use. All visitors are liable to bag searches on entry and large bags and suitcases are not permitted onsite. We also work closely with the Metropolitan Police and the Victoria Business Improvement District – who have their own security team doing regular patrols.
Access	Signage is available to warn of slip hazards. Conditions in the theatre are regularly monitored. Housekeeping is contactable by radio to respond for clean-up. Evacuation routes and aisles are watched to ensure nothing obstructs anyone leaving the building.
The Apollo Victoria Theatre	All staff members are briefed and trained to safely navigate through the site. Student groups must be accompanied and monitored by their teachers; and staff evenly distributed within groups. Supervising staff must be competent and understand their roles and responsibilities. Schools will be directed to exit the theatre by our staff.
Safeguarding	Students must always be supervised with a suitable ratio of staff to students as the Apollo Victoria Theatre will not act in loco parentis. All areas must be appropriately staffed by the school so that students are not left alone with members of staff or the public.
Visitors and Audiences	The Apollo Victoria Theatre utilises Front of House staff placed throughout the theatre to guide visitors and control the flow of people. Supervising staff are competent, follow ATG Entertainment policies and understand their roles and responsibilities
First Aid Incidents	If a First Aid incident arises notify a staff member who will contact a first aider to come to their assistance. The site is always appropriately staffed with First Aiders who are confident and have completed a First Aid course.
Weather	The Apollo Victoria Theatre advises schools that it is important for students and teachers to arrive with clothes suited to the weather.
Evacuation of Site	In the event of an evacuation, staff will give directions via the appropriate evacuation route. All staff are aware and appropriately trained regarding our fire evacuation policy and are kept up to date with any changes. Group leaders are required to have a list for their group in the event of a fire evacuation, so they can register them at their chosen evacuation point. Supervising staff will be informed if a fire drill is scheduled.

# The Apollo Victoria Theatre Seating Plan

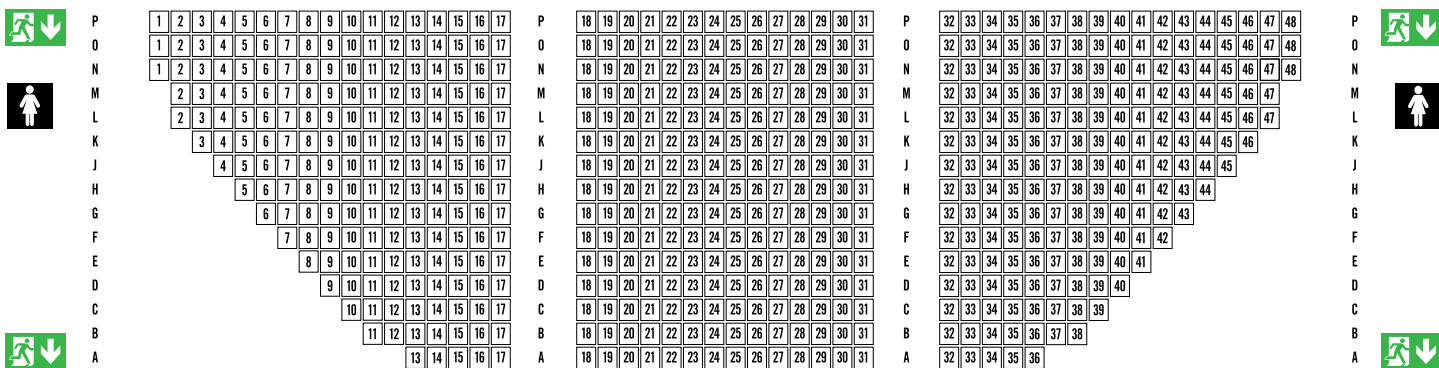
Please find below a seating plan which can be highlighted in advance of your visit to mark out for your staff where your group is seated



**Dress Circle**  
The front row of the Dress Circle overhangs the Stalls above Row R



## Stalls

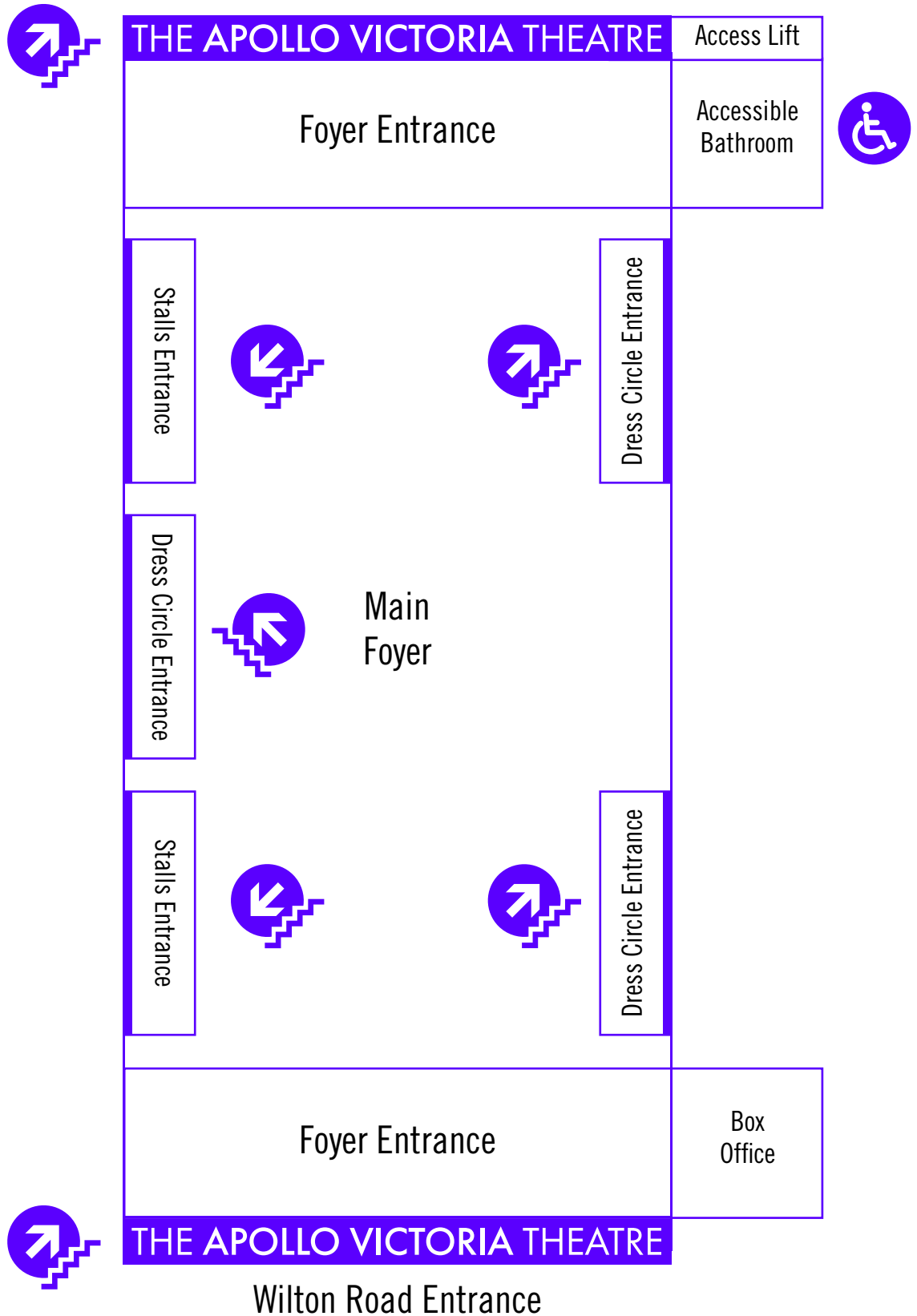


## Stage

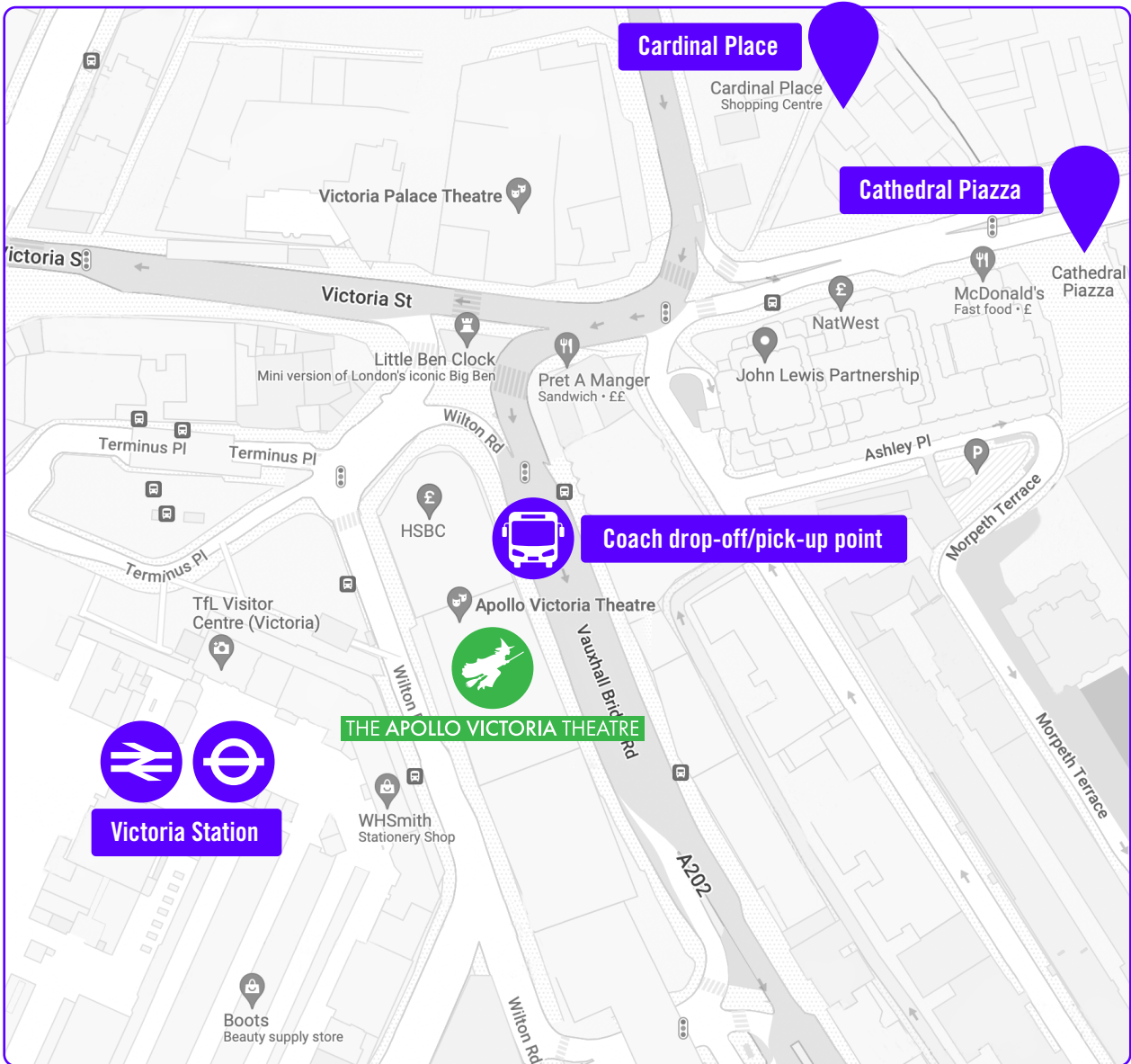


# Venue Layout

Vauxhall Bridge Road Entrance



# Local Area Map



# Thank you

We appreciate your reading of this **Planning Guide** and wish you a safe, enriching, and memorable visit to **Wicked** and the historic **Apollo Victoria Theatre**.

If you have any further queries or concerns regarding your school/college/youth group visit, please contact either the **ATG Entertainment Theatre Management** on **+44 (0)20 7834 6318** or email **apollovictoriamanagement@atgentertainment.com** or the in-house education team at **Wicked Active Learning** on **+44 (0)20 7183 5109** or email **Hello@WickedActiveLearning.co.uk**



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