



FAQs

How do I receive a refund my production fee?

We are desperately sorry that we have had to cancel our production, and we understand the disappointment that will be felt by all cast and crew. To receive a full refund, please email daniel@stagetheatresociety.co.uk who will be able to process this in due course – please bear with us whilst we organise this. Some cast have very kindly donated their production fee, securing the precarious future of STS. If you would like to do this, or part of, please indicate this in your email and our sincerest thanks in advance – it really does mean so much to us!

How do I receive a refund for my tickets already purchased to see ‘Oliver!’?

Please contact the Hazlitt theatre directly for this who will process any and all refunds. They can be contacted on hazlitt.admin@parkwoodtheatres.co.uk. Again, please bear with our friends at The Hazlitt as many of the staff are on furlough and as such, it is taking some time to process all refunds. The Hazlitt may very well ask whether you would like to donate your ticket cost to STS to support our future endeavours. For those that are in a position to do so, we sincerely thank you for your kind generosity.

Can I use my production fee to pay for the workshops?

Unfortunately our website isn't that clever! BUT, if you would like to use part of your production fee, you can email daniel@stagetheatresociety.co.uk who will be able to book your place and refund you the difference.

Are the workshops Covid secure?

Absolutely! Members of the committee and parent helpers that are at STS each week met to devise our risk assessment and Covid procedures. We will have hand sanitiser stations throughout the venue and be implementing social distancing to name but a few. Numbers at the workshops will also be restricted, so please book early to avoid disappointment. For a full copy of the risk assessment, please email daniel@stagetheatresociety.co.uk

Will I receive a refund of the workshops need to be cancelled due to further restrictions?

Yup! No questions asked. We will offer a full refund for all workshops that cannot go ahead.

Can I just turn up on the day of the workshops and join in?

Unfortunately not! To comply with social distancing and track-and-trace, you will need to book your place in advance on our website, www.stagetheatresociety.co.uk

Can I re-audition for Shrek if I am now too old?

If ‘Oliver!’ was going to be your last show, we will gladly allow you the opportunity to audition for Shrek and to take part! We fully understand the importance of having your ‘last show’ with STS, and having this taken away from you is ridiculously unfair so we have made this decision, and amended our insurance policy accordingly. For all others, the ages are 7–19 as normal.

When will auditions for Shrek be?

The audition date hasn't been set as of yet, but will be early 2021 all being well! The auditions will be open to anyone between the ages of 7 and 19. You do not need to be a member of STS or be in ‘Oliver!’ – they are open to everyone!

What if I have a question that hasn't been answered on this FAQ sheet?

Simply email your question to daniel@stagetheatresociety.co.uk who will be able to answer and all questions, or point you in the direction of someone that can!

Thank you, and stay safe!