

Your School's Visit to the Theatre

We are looking forward to welcoming you to The Events Centre, Caloundra. This guide provides information to help your school group prepare for their visit to the theatre.

Before your visit

Virtual Tour

✦ The Events Centre, Caloundra offers a virtual tour of the venue, which can be a helpful resource for familiarising students with the layout before their visit. Click the link: <https://theeventscentre.com.au/venue-info/accessibility/>

Educational Resources

✦ Learning activities, including a visual story, will be emailed to schools approximately 2–3 weeks before the performance. These resources are designed to support classroom engagement and enhance the overall theatre experience.

✦ A comprehensive risk assessment has been prepared and can be provided to schools upon request to assist with excursion planning requirements.

Pre-Performance Check In

✦ You will receive a pre-performance check in email from Jodie, Education and Engagement Officer, at The Events Centre, approximately 1-2 days prior to the performance. This email will ensure any accessibility requirements for students are accommodated and everything is ready for your arrival.

When you arrive

Timing of Arrival

Recommended Arrival Time

✦ Doors open 30 minutes before the performance begins. Please plan to arrive at least 15 minutes before doors open (45 mins before performance begins) to allow enough time for ticket collection, entry, and seating.

✦ Large school groups take longer to organise, so arriving early ensures your group is seated before the show starts. Late arrivals may need to wait until an appropriate break in the performance to enter.

If You Are Early or Late

✦ If your group is running significantly early or late, please phone The Events Centre on (07) 5491 4240 so a staff member can assist with arrangements.

Bus Drop-Off and Parking Information

✦ Undercover Entrance

There is an undercover entrance at the front of the venue with a roof height of 3m. Please make your bus driver aware that this area has a tight turn and that the bus may not be able to drive through.

✦ Recommended Drop-Off Zones

We suggest buses use one of the two designated street drop-off areas which are either side of the undercover front entrance (marked on the map below). This will ensure smooth access for all groups.

✦ Bus Parking After Drop-Off

After dropping off passengers, buses are able to park on surrounding streets. This keeps the drop-off zones clear for other school groups arriving.



Entering the Venue

✦ Ticket Collection

We ask that a teacher or staff member collect your group's tickets from the Box Office. Tickets will be pre-scanned when you collect them to allow for quicker entry into the theatre. You will also receive a highlighted theatre map showing the location of your school group's seats.

✦ Waiting Areas

Large school groups will be directed to The Glasshouse to wait until the theatre doors open. Student belongings can be left here if needed.

Depending on the number of school groups attending, your group may be directed to an alternative waiting area.

✦ Entry to the Theatre

An usher will collect your group and guide you into the theatre once the doors are open. Please wait for this to occur, as entry order will be arranged based on seating allocation.

Before the performance

Bags and Lunch Boxes

✦ Storage

Bags and lunch boxes can be left in your school group's allocated waiting area in The Glasshouse. To help manage space, especially with potentially up to 700 students attending, please keep belongings to a minimum. A trolley or tub may be useful for keeping items together.

✦ Water Bottles

Water bottles are permitted inside the theatre. Please note that The Events Centre does not have facilities to refill bottles.

✦ Eating Areas

We understand some groups may be travelling long distances and need time for students to eat. We ask that all eating take place in the park areas outside the venue. There are two parks located on either side of The Events Centre, marked on the map on page 2.

Wet Weather Plan

✦ In the event of wet weather, your school group may be permitted to eat lunch or morning tea inside the venue. This will be determined on the day by The Events Centre staff, based on available space and safety considerations.

Media Wall

✦ Many performances feature a media wall, providing a great opportunity for your class to take a group photo to commemorate the theatre experience. The media wall will be available before the show begins, so please allow time for photos during your arrival.

Emergency and First Aid

✦ Please see a map of the venue on page 5, indicating emergency assembly point and toilets.

✦ In the event of an emergency, please follow staff instructions and proceed to the designated assembly point (marked on the map).

✦ For first aid assistance please ask a venue staff member who will seek a qualified First Aider and first aid kit (including EpiPen) and defibrillator if required.

After the performance

Leaving the centre

✦ It would be appreciated if your school group could exit the venue as efficiently as possible to allow for other patrons/groups who are entering for the next performance.

Feedback

✦ You will receive a feedback survey following your visit to The Events Centre. We value your input as we continue to improve our education program and would be grateful if you could complete this at your earliest convenience.

Future shows

✦ If you are interested in attending future shows, please look at our website: <https://theeventscentre.com.au> or contact Jodie at education@theeventscentre.com.au.

