

Cinderella

School Pack 2026



Mansfield
Palace
Theatre



Introduction:

Thank you for your ongoing support of Mansfield Palace Theatre, or if this your first group booking with us – hello! We can't wait to welcome yourself and your pupils to our annual pantomime in 2026.

Performance schedule:

Schools performances are on the following dates at 10am and 2pm:

- Tuesday 24 November
- Wednesday 25 November
- Thursday 26 November
- Friday 27 November
- Tuesday 1 December
- Wednesday 2 December
- Thursday 3 December
- Friday 4 December
- Tuesday 8 December
- Wednesday 9 December
- Thursday 10 December
- Friday 11 December
- Tuesday 15 December
- Wednesday 16 December
- Thursday 17 December (2pm only)

A signed performance is taking place on Saturday 5 December at 2pm and a relaxed performance is scheduled for Tuesday 8 December at 10am.

For the full schedule including public performances, please visit www.mansfieldpalace.co.uk/panto.

Prices:

For every 8 childrens ticket you book, you get 1 teacher or helper for free. Should you wish to bring any more teachers or helpers they are £14.50 per person (£17 with ice cream). Should you have any children who need 1 to 1 support, please let the box office know when booking.

School group prices:

- **Basic - £14.50**
- **Ticket with ice cream* - £17**

*The ice cream provided is a small tub of vanilla. We can accommodate dietary requirements if informed in advance. Requests on the day will not be available.

Non-school group prices:

- **Opening weekend (Saturday 21 and Sunday 22 November): £20**
- **Standard tickets: £25.50 Adults / £24 Child**

All prices include a booking fee.
Payments are to be made by BACS transfer.

How to book:

Pantomime schools and groups tickets will go on sale from:

Tuesday 21 April 2026 at 10am.

All bookings on this date will need to be placed by telephone via Box Office:

01623 463133

Phone lines will be very busy, so please bear with us and we will get you booked as quickly as possible.

No bookings will be accepted via email or in person until 10am on Wednesday 22nd April 2026.

Confirmation of your reservation will be sent to you by email along with terms and conditions, which should be signed and returned to the Box Office within 5 working days to secure your booking. Failure to send these back could result in your booking being cancelled and seats being released for sale to others.

Supporting SEN pupils:

At Mansfield Palace Theatre, we understand that every pupil is unique and that inclusivity is key to ensuring an enriching experience for all, especially those with Special Educational Needs (SEN). We are committed to providing a welcoming environment where your students feel safe, supported, and comfortable during their visit to see our spectacular pantomime.

We recognise the challenges schools may face when organising trips for SEN pupils, from the journey to the theatre to managing behavioural or sensory needs. Our team is here to offer a flexible, understanding approach, helping you make the most of your visit.

Rest breaks and a chill-out space

We understand that some children may need a break from the performance at various points. We encourage schools to bring children out of the auditorium if they need a rest. To support this, we provide a dedicated chill-out space where pupils can unwind and feel comfortable. This space is designed with SEN pupils in mind, offering a calm environment away from the performance for any child who may need a sensory break.

Supporting staff in the best interests of each child

Our team is fully committed to assisting school staff in ensuring the best possible experience for every child. We recognise that managing behavioural needs, such as anxiety, sensory overload, or difficulties with focus, can sometimes be a challenge during a group outing. We work in close partnership with you to ensure that any pupil who may require additional support is able to enjoy the performance in a way that is suited to their needs.

Our staff are trained to be empathetic and understanding, offering guidance and support to teachers and teaching assistants throughout your visit. We encourage open communication, and we're happy to accommodate any specific requirements or concerns you might have regarding individual students or the group as a whole.

Before, during, and after your visit

From the moment your group arrives at the theatre to the time of departure, we're here to assist in managing the needs of every pupil. We understand that transitions, such as entering and exiting the venue, can be a particular area of concern, and we are happy to assist with these steps to ensure a smooth process.

Whether it's a quiet space for decompression after the performance, extra pairs of ear defenders or managing pupil needs during travel or breaks, we work to make the experience as enjoyable and stress-free as possible for both staff and students alike.

Travel:

We understand that planning school trips involves many moving parts, and winter travel can bring its own challenges. Weather conditions and other factors can disrupt schedules, making timely arrivals unexpectedly difficult. To help ensure a smooth journey, we strongly recommend the following:

- Check your journey times in advance using Google Maps' "Arrive by" feature, which allows you to set the date and time of your visit to get the most accurate estimate. Please arrive no earlier than 30 minutes before the performance start time.
- Confirm your travel details with your transport provider 24 to 48 hours before departure to ensure there are no last-minute changes or misunderstandings.
- Discuss potential contingencies for delays. It's helpful to know how your transport provider plans to handle any unexpected situations, such as diversions, weather disruptions or coach breakdowns, so you can adjust your plans accordingly.
- The show will start at the advertised time. We are unable to delay the start for any late arrivals.

By taking these simple steps, we hope all journeys can be timely and stress-free for everyone.

Exiting the theatre:

By planning ahead and working closely with your team, we can help ensure a smooth, safe, and timely departure for all groups. We truly appreciate your cooperation in making the exit process as efficient as possible, so your pupils can leave the theatre safely and with excitement after their performance.

Schools will be informed of the departure order based on the arrival position of their coaches outside the venue. To help everything run smoothly, we kindly ask that you:

- Follow the departure order to keep the flow organised and minimise confusion as pupils board their coaches.
- Conduct head counts in the auditorium to avoid overcrowding in the foyers.
- Encourage your coach providers to clearly label their coaches and ensure all staff are aware of which coach your group will be using.

Useful information:

- The show will start promptly and lasts approximately 2hrs 30mins, including the interval
- The interval is 15-20 minutes
- If ordered, ice creams will be brought to your group with rubbish bags.
- At the end of the performance, our team will help you to exit safely and onto your coaches if you have them booked
- The kiosk will be open before the show and during the interval with snacks, soft drinks and hot drinks available to purchase
- Unfortunately, we do not sell any merchandise during schools performances.
- Please do not bring any single use plastic bottles to the performance. We encourage the use of reusable bottles to help the environment.
- We would encourage you to ensure you have the relevant insurance in place to help cover any costs should you have to cancel.

Any other questions?

If you have any questions about this year's panto, please give us a call on 01623 463133 or email palacetheatreboxoffice@mansfield.gov.uk and the team will be happy to help.

We can't wait to welcome you soon!





Mansfield Palace Theatre



Mansfield District Council
Cultural Services