

FREQUENTLY ASKED QUESTIONS

Q: Where can I find out what's on?

A: [Click here.](#)

Q: How much are the tickets?

A: Sherman 5 members can buy Sherman 5 discounted tickets at two rates: £5 or £2.50 for under-25s. Members who are seeking asylum or refugees do not have to pay for tickets. See our [Theatre of Sanctuary page](#) for more information.

Q: Do I need to book early?

A: Yes! There will be a limited number of tickets available for every show at Sherman 5 rates for Sherman 5 members. Tickets for all performances are subject to availability and can be purchased on a first come, first served basis.

Q: How many tickets can I book and who can I book tickets for?

A: Sherman 5 members can book two adult tickets at Sherman 5 rates – the other adult does not necessarily have to be a Sherman 5 member. For family shows, Sherman 5 members can book for their children and for one other adult (the other adult and children do not have to be Sherman 5 members).

Q: Can partner groups book?

A: Yes! The main contact for Sherman 5 partner groups can book for a group of up to eight at Sherman 5 rates directly with our Box Office. If you would like to book for a group of more than eight, please email Claire Bottomley, the Sherman 5 Coordinator, at claire.bottomley@shermantheatre.co.uk or ring on 07545 210357.

Q: Can I use Time Credits?

A: Yes! Tempo Time Credits can be used to purchase tickets for a selection of performances – two Time Credits per ticket. There are a limited number of Time Credits tickets available for each show, and there is a limit of two Time Credit purchases per booking, except for family shows.

Q: Can people who are not Sherman 5 members use Time Credits?

A: Yes! You do not have to be a Sherman 5 member to use Time Credits. The same rules apply regarding the number of tickets you can buy and for whom.

Q: I've already booked tickets that aren't at Sherman 5 rates – can I change them?

A: This offer applies to new bookings and cannot be applied to shows members may have already booked. Please make sure to say that you are a Sherman 5 member when booking your tickets.

Q: How do I book?

A: Ring our friendly Box Office staff on 029 2064 6900 or come in person to the Box Office at Sherman Theatre. If you are a member of Deaf Theatre Club, please email the Box Office at box.office@shermantheatre.co.uk with your requirements.

Q: What do I need to tell Box Office?

A: If you are a Sherman 5 member, please let our Box Office staff know this so that they can confirm your membership when booking, and sell you tickets at the Sherman 5 rate. If you are using Time Credits, let the Box Office know. Please also tell the Box Office staff if you have any access or other support requirements (e.g. if you or one of your party will be using a wheelchair or if you would like to book seats in our access gallery).

Q: Do I have to pay right away?

A: You will usually be asked to pay for your tickets when you ring up, and you can pay with your digital Time Credits by giving our Box Office Staff your Tempo ID number. If this poses difficulties, please discuss this at the time of booking. Deaf Theatre Club members can pay for tickets upon collection.

Q: If I have booked tickets, do I need to let you know if I won't be coming?

A: Yes! Please let us know if you have reserved tickets, but are no longer able to use them. We can then release them for someone else to purchase. If you don't let us know, this may affect your Sherman 5 membership and/or your ability to pay with Time Credits in future.

Q: Are there any access performances?

A: Yes! There are BSL-interpreted, captioned, audio described (with Touch Tours) and relaxed performances all on offer. For more information about our award-winning Deaf Theatre Club, please visit [here](#).

Q: Do I still need my Sherman 5 membership card?

A: We no longer issue or use Sherman 5 membership cards. If you have an

old one you do not need it to collect your tickets as your membership will have already been confirmed on our system when you booked tickets.

Q: Do you provide transport?

A: We will be supporting Sherman 5 members to explore a variety of transport options and requests will be considered on a case-by-case basis. Please get in touch to talk about any transport requirements that you might have.

Q: How do I join Sherman 5?

A: If you are an individual or a community group and would like to apply to join Sherman 5, please email Claire Bottomley, the Sherman 5 Coordinator, at claire.bottomley@shermantheatre.co.uk, or call 075 4521 0357