



Theatre Royal Windsor Statement

Theatre Royal Windsor is following the latest advice of the Government and as a result, sadly, we will be closed to the public from Monday 16 March 2020 and will be cancelling all performances scheduled up to and including Saturday 18 April.

Our Box Office Team have been working hard over the past week to contact as many customers as they can. Customers who have not yet been contacted by our Box Office Team regarding their cancelled booking/s will receive an email from us which will provide options for the cancelled booking: donate, credit to account, refund. We hope this will help to speed up the process of resolving bookings for this affected period.

We are very sympathetic to the fact this is affecting everyone's lives in some way, as we are to the audiences who are still looking forward to coming to the theatre. We are also extremely aware of our 100+ employees' and our supply chains' financial dependence on the theatre being open and tickets being purchased.

As you may be aware, Theatre Royal Windsor is completely unsubsidised, so we receive no funding from either the Government or the council. In light of this, a full refund of all lost performances would be financially devastating for us and as a regional theatre we do not have the ability to sustain potentially prolonged losses. We are asking all ticket holders for the cancelled performances to consider (if you are able) donating the cost of the ticket rather than requesting a credit note or refund. Your support could make a huge difference to our employees and help this beautiful theatre, with over 240 years history in Windsor, survive for the future.

With Best Wishes,
Jon & Anne-Marie Woodley
Theatre Co-Directors