

# FAQ'S

## *When is London Carols?*

London Carols will host six shows on two special Sundays in December. Show times are 13:00, 16:00 & 19:00 for both 8th & 15th December

## *Where is London Carols being held?*

London Carols shows take place at the West End at the Dominion Theatre, 268-269 Tottenham Court Road, W1T 7AQ

## *Is my seat allocated?*

Seating is general admission. You can choose your seats with assistance from our host team on a first-come-first-serve basis.

## *What time should I arrive?*

Doors open one hour before your show's listed start time. Please arrive early to scan your ticket and find your seats.

## *How do I get there?*

The Dominion Theatre is located above Tottenham Court Road tube station, served by the Central and Northern lines. Limited street parking is available, with charges for Central London roads.

## *How long is the performance?*

London Carols has a runtime of 1 hour and 30 minutes.

## *Will there be flashing lights during London Carols?*

Yes, there will be flashing lights and pyrotechnics during the show. Please consider this if you are sensitive to such effects.

## *I require mobility assistance. How do I let somebody know?*

For accessibility needs, contact our team at [carols@hillsong.co.uk](mailto:carols@hillsong.co.uk) for further information.

## *Does the Dominion Theatre have services in December?*

London Carols will replace services in the Dominion for 8th & 15th December. Central services resume as usual from 22nd December. Alternate London Locations and around the UK will still hold services as usual. Find out more on our website.

## *I'm bringing small children, what facilities are available?*

London Carols is family-friendly. For families with newborns and toddlers (0-2 years), we offer buggy parking and a family room. We do not provide ear defenders, so consider bringing your own.

## *Can I bring food to the venue?*

Hot or external food is not allowed. Pre-packaged snacks or children's food may be permitted at the venue's discretion.

## *Can I bring bags of any kind into the venue?*

The Dominion Theatre allows bags no larger than a backpack. There is no cloakroom, so avoid bringing large bags to ensure entry.

## *I cannot attend London Carols, how do I get a refund?*

To request a refund, email our office at least 24 hours before your scheduled show at [carols@hillsong.co.uk](mailto:carols@hillsong.co.uk).

### *BSL Assistance:*

On Sunday 8th December, our 4 pm show will be a BSL-assisted Carols show! We will have an interpreter present in the room to interpret all aspects of the show that are not currently accessible to d/Deaf or BSL users.