

punchdrunk

The Burnt City

In the smouldering promise of the fall of Troy, a mythical world of Gods and mortals rises from the ashes.

As Greece teeters on the brink of victory, the neon backstreets of Downtown Troy give way to a sprawling labyrinth hiding secrets even the prophecies could not foretell.

In this colossal playground, the furies watch on as mortals play out their fate.

And as night falls, the city comes alive.

One last time.

Booking Period

22 March - 28 August 2022

Previews: 22 March - 17 April 2022

The Experience

You will explore a complete sensory world at your own pace, experiencing scenes in a non-linear way as the story unfolds around you.

The performance lasts up to three hours and there are six entry times. Early slots are recommended for those who want the maximum amount of time to explore.

Please note, you will be required to wear a Punchdrunk mask. This is separate from any medical masks related to Covid (the Punchdrunk mask can accommodate the wearing of Covid face coverings).

You will be on your feet and it can be difficult to remain with your companions. You may be invited to take a path exclusively open to you. To get the most out of the performance we recommend you go it alone, although it will always be your choice.

Cameras and mobile devices are not allowed anywhere except for the bar and will be bagged on arrival. Photography or filming is not permitted.

Ticket Options

- Local Tickets: £25

£25 tickets are available for residents of the Royal Borough of Greenwich. Tickets are released at midday on the last Friday of the month, for the following month's performances.

- Early (sold out): £45 – £77

A limited number of tickets are available for each performance. When they're gone, they're gone.

- Standard: £55 – £88

Grants you entry to the show at the time slot selected.

- Premium: £75 – £105

Enjoy priority entry which enables you to jump the queue on arrival and receive a complimentary coat check.

- VIP: £105 – £150

Enjoy all the benefits of the Premium Rate alongside a reserved table in the bar with table service. Please note that your table reservation will be valid once the bar opens during the show and post-show (but not before).

Previews

Preview performances run from 22nd March until 17th April 2022 and are offered at a slightly lower price. The main run begins on 19th April 2022.

The purpose of previews is to allow the creative team, performers and crew to identify opportunities for improvement that weren't found during rehearsals and to make adjustments before the production officially opens. Due to the specific nature of a Punchdrunk masked show and the role of the audience, there can potentially be significant changes made to the performance and design during this period.

The Bar

The bar will open approximately one hour after the first entry time and remain open after the show ends. It serves a range of alcoholic and non-alcoholic beverages. A small selection of bar snacks will be available but there is no kitchen on site and we recommend visitors eat before they attend.

We will be operating a Challenge 25 policy and a contactless payment system. No cash will be accepted on site and you are advised to bring a physical payment card.

To reserve a seat in the bar you must purchase a VIP ticket. Please note the same number of VIP tickets must be bought as seats needed.

Age Suitability

This production is suitable for ages 16+. There will be no admittance to anyone who, if asked, cannot provide photographic ID proving that they are over 16. Guests aged 16 and 17 must be accompanied by a responsible guardian. The Box Office will issue a lanyard which they must wear during their visit to be identified to performers and staff. There is a bar that features as part of the performance, which under 18s can visit only in the company of their parent or guardian.

Content Warnings

This production deals with themes of war, family tragedy, murder and revenge. You may encounter violence, blood and nudity.

Please note, you will be on your feet for up to three hours.

There will be dark spaces, loud noises, strobe, haze and areas that may be triggering. The experience is not recommended if you are pregnant.

The choice of where to go and what to see is yours, if you're finding a scene uncomfortable you will always be able to go in search of something else.

If you have any concerns about the content of this experience, please email access@punchdrunk.com or leave a message at 0208 191 1431 and a member of the Punchdrunk team will get back to you.

Access

If you have access requirements, including using a wheelchair, we ask that you book an Access Ticket via Punchdrunk directly. You will also be able to book a complimentary Essential Companion ticket. Access Stewards are available to those with an Access Ticket. Please note they are unable to help with personal care needs.

If you have any questions about the content and facilities or would like to book an Access Ticket, please email access@punchdrunk.com or leave a message at 0208 191 1431 and a member of the Punchdrunk team will get back to you.

Please note;

- You will be required to wear a mask and be on your feet for up to three hours.
- There will be dark spaces, loud noises, strobe, haze and areas that some may find triggering.
- The experience is wheelchair accessible. It takes place across two levels with some areas only accessible to wheelchair users by lift (total maximum weight limit is 400kg). If you use a larger wheelchair some areas of the show will be restricted. Due to the existing architecture there is a minimum door width of 800mm. There are different types of lifts used the different buildings (dimensions are 1m deep x 1.2m wide and 1.45m deep x 1m wide).
- There are four accessible toilets in different locations across the site; one at the show entrance and three within the show world. Please note that there are no toilet facilities available in certain sections of the upper level. There is no Changing Places facility on site.

- The air quality inside may not be suitable for asthma, multiple chemical sensitivity, or other respiratory conditions.
- For safety reasons, you should be in good health and free from high blood pressure, heart conditions, back or neck conditions, epilepsy, or any type of medical condition affecting the senses of smell, vision, or hearing. We would be very happy to discuss this with you, if you have any concerns.
- The experience is not recommended if you are pregnant.

Covid Policies

All policies and protocols are under constant review by our Health & Safety team. Due to the unique nature of the experience, we expect our Covid prevention measures to be stricter than current government guidance. Please consider your fellow guests who may live with or care for a vulnerable person.

Failure to comply with the below may mean you are not permitted to enter the venue. In this circumstance an exchange or refund will not be possible.

If you have symptoms of COVID-19 do not attend and contact Punchdrunk's Box Office to rearrange your ticket. On proof of a positive test result, tickets can be exchanged up to three hours before the performance.

TESTING

For those attending 22 Mar – 31 Mar only

We require all guests attending in March to take a lateral flow test within 12 hours of arriving. Negative results should be uploaded to the NHS website ready for you to present the email or text to our staff. Please note there are no testing facilities on site. Lateral flow tests can be ordered from the NHS, pharmacies and community collection points such as libraries. We recommend ordering ahead of time.

MASK WEARING

All audiences

To ensure your safety and that of our performers, audiences are required to bring a face covering with them and wear this for the duration of the performance, unless they are exempt. We recommend KN95 or FFP2 grade masks which are widely available online and in chemists. These will be worn alongside the Punchdrunk mask.

WHAT WE'RE DOING

We're committed to keeping our performers, staff and audiences safe. Everyone working on the show is required to undergo regular testing and enhanced cleaning of the site and set is in place.

Our Front of House Stewards and Crew wear KN95 masks at all times and we have adapted the audience mask to ensure that it is compatible with the wearing of face masks at the same time. We have a stringent cleaning regime for all masks.

What to wear

This is a promenade production and comfortable footwear is recommended (no heels or open toe shoes).

You will have to wear a Punchdrunk mask throughout the performance, except for in the bar areas. The mask will be provided upon arrival and will fit over most glasses. If you have the option, wearing contact lenses is recommended.

In addition, you are required to wear a face covering as part of our Covid Policy. We recommend a KN95 or FFP2 grade mask which is widely available online and in chemists. This should be brought with you and will be worn alongside the

Punchdrunk mask which has been adapted to accommodate face coverings.

Cloakroom

No bags of any size are permitted within The Burnt City. A bag and coat check will be available for a small additional cost.

This is complimentary for VIP ticket holders. These facilities are limited, so you are advised against arriving with luggage.

Compulsory phone bagging will be in place. Cameras and mobile devices are not permitted anywhere except for the bar.

School groups

All school groups should be booked via the dedicated SEE Tickets groups line on 0844 412 4650 or by emailing groups@seetickets.com. There is a limit of two school groups per performance, up to 15 people per group.

As it can be difficult to stay with your students for the duration of the experience, we require one responsible adult to remain in the bar at all times. This allows for students to easily access the bar and ensures our staff can contact a responsible person should there be a safeguarding issue. A complimentary Schools Guardian Ticket is available per school group to facilitate this which must be claimed in advance as part of the

main order. Please note this ticket does not give the bearer access to the main experience.

About Punchdrunk

Punchdrunk creates genre-defying experiences for audiences around the world. Blending classic texts, physical performance and award-winning design installation their work ranges from projects that use new technologies to large-scale site specific theatrical work in which roaming audiences explore unique sensory worlds. To find out more visit punchdrunk.com.

If you have any concerns please email access@punchdrunk.com or leave a message at 0208 191 1431 and a member of the Punchdrunk team will get back to you.

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