



Direct booking link: <https://www.ticketsource.eu/the-benvenuto-players>

Direct email: reservations@thebenvenutoplayers.org

Website: <https://thebenvenutoplayers.org>

FAQs

What is a panto? In many countries, a “pantomime” is a mimic performance. In UK, Ireland and a few other countries, it is a very special form of dramatic performance, with lots of songs, dances, witty dialogues and, most important, the participation of the public, expected and encouraged.

Pantomime first came to Britain in the 18th century from the 'commedia dell'arte', the Italian tradition of improvised theatre. The stories of the commedia dell'arte had many 'stock' characters in them such as clowns and jesters and a 'baddie'. Traditional plots got mixed up with fairy stories, folk tales, or tales from the Arabian Nights stories, and gradually evolved into the dozen or so familiar stories of the panto repertoire that are still used today. The traditional figures from the commedia dell'arte gradually disappeared, and pantomimes became more as we know them today; they also became an expected part of our Christmas festivities, traditionally starting on Boxing Day (or often before Christmas now so more people can see them!).

In the late 19th and early 20th centuries, pantomimes were changed quite a lot by the popularity of the music-hall entertainments. The stars of the day, comedians and music hall artists, sometimes changed the plot an awful lot, just so they could do their own normal routines! Nowadays pop stars and television personalities continue this tradition, all turning up in panto, but the stories are not often changed too much.

Pantomime is now a popular family entertainment. The audience has to work almost as hard as the performers, whether it be joining in the songs, assisting in conjuring tricks, booing the villain and warning the hero with 'He's behind you!' or cheering them on!

If you want to know more, please check these sites: <https://www.vam.ac.uk/articles/the-story-of-pantomime> and <https://en.wikipedia.org/wiki/Pantomime>

How do I reserve the seats I want? Just follow the on line instructions. Only one contact is needed for each booking.

How do I cancel one seat (or all of them)? If you want to cancel a single ticket (or all of them) in your order, contact reservations@thebenvenutoplayers.org. Any TicketSource fees associated with the refund will be deducted.

Cancellations for booked tickets are only possible until 24 hours before the start of the show.

How do I add another seat to my booking? Click on the link to the booking website. Choose another seat; please note that you may not be able to get an adjacent seat, since it may be taken.

How do I change the performance I want to attend? If you want to change the day of the performance you want to attend, please send a message to the organisers, via the TicketSource website (look in the menu for Help & Support, <https://www.ticketsource.eu/help>) or directly to reservations@thebenvenutoplayers.org.

If you have bought several adjacent seats we will try to change your tickets so that you are still sitting together, although it may not be possible.

These changes must be requested at least 24 hrs before the beginning of the show for which you bought the tickets and, of course, will only be possible if seats are available.

What is the cost of a ticket and how do I pay? We try to keep the prices as low as possible. Prices include TicketSource fees (currently at 8% of the ticket price). Any fees connected with your purchase will not be returned if you request a refund.

To benefit from our reduced cost for online tickets and to avoid queueing at the theatre, please buy your tickets through TicketSource. If there are any seats available, they will be sold at the door. There will be a €2 supplement for tickets bought at the door.

Concessions Each infant (up to and including four years old) accompanied by one or more paying adults have free entrance. Minors (5 to 17 years included) have a reduced ticket.

A few seats are available for people with disabilities with free entrance. One accompanying person is entitled to a reduced ticket.

Please note that we will reserve these seats up until 72 hours before the beginning of the show. After this time the seats will be released for general sale.

Tickets for disabled people and their carers can only be reserved or bought online. Please email reservations@thebenvenutoplayers.org

The theatre is accessible to wheelchairs and the auditorium is accessible by lift. There are toilet facilities for disabled persons.

For the first time, we are reserving a few seats at the dress rehearsal for a special group of people, who may prefer to attend a show where there is less noise and a smaller audience. If someone you know would feel more comfortable in this environment, please send an email to publicity@thebenvenutoplayers.org

There is a **10% discount** if you book ten or more tickets at the same time.

How do I know if my seats have been reserved? You will be able to download your tickets after you've paid. You will also receive a confirmation email with your tickets as a pdf attachment.

Do I need to print the tickets? No, have your tickets ready to show on your mobile device at the door.

Is the show suitable for children? Yes it is, and adults will enjoy this modern take of this classic.

What if I don't speak English very well? You will probably be familiar with the story and the action is very easy to follow even if you don't speak English.

What time does the show start? Check the time shown on the ticket. Please arrive at the theatre at least 15 minutes before the show starts to take your seat.

The show lasts around two hours and a quarter, including a 15 minutes interval.

How do I get to the theatre? The Duse Theatre is in via Eleonora Duse, 12, 21023 Besozzo (VA). Coordinates 45.84538188683481, 8.66408327081252. Very close to a bus stop. There is a car park nearby but please check the closing time which is 20.00. There is plenty of free parking in the side streets near the theatre.

Can I take photographs or videoclips during the show? Yes.... But 1. Please do not use flashes. 2) they are not detrimental to the persons concerned; 3) are for personal use only; MAY NOT BE POSTED ON ANY SOCIAL MEDIA SITES to comply with Privacy Laws.

How do I find out more about the Benvenuto Players and future shows and activities? If you have not received this email directly from us, and you want to hear from us in the future, please email us and we'll include you on our mailing list: pr@thebenvenutoplayers.org. You'll be the first to find out about our events, which include shows, acting workshops and social events.

Do join our Facebook group: <https://www.facebook.com/groups/306002898456>

Are there opportunities to get involved in the Benvenuto Players? Yes! We welcome children (age ten and above) and adults to join us for workshops, on stage or behind the scenes. To take part in our shows you don't need any previous acting experience, just the ability to listen, learn and have a lot of fun! There are also many opportunities to help out back stage, with set building, props, costumes, lighting and technical support. If you're interested please send an email to pr@thebenvenutoplayers.org and we'll get back to you.

Who is TicketSource? TicketSource is an international web-based event management, promotion and ticketing website.

Why am I receiving two or more emails from you in different addresses? This may happen because in the past you registered or purchased tickets using different addresses (probably a work and a personal one). We do not want to disturb you unnecessarily, so if you want to receive messages from us in only one of your addresses, please send a message, stating which one you prefer, to publicity@thebenvenutoplayers.org.

Remember, if you do not want to receive any more emails from us in the future, just email pr@thebenvenutoplayers.org asking to unsubscribe. You may contact us also via our website.

If you want to read our privacy policy, you may find it [here](#).

Any other queries? Please write to: reservations@thebenvenutoplayers.org

The Benvenuto Players is registered as a 'not for profit' on the Italian RUNTS register as 'THE BENVENUTO PLAYERS ASSOCIAZIONE CULTURALE APS E.T.S' with the registration number 34426.