

Taliesin

THE GREAT HALL  
Y NEUADD FAWR



Swansea University  
Prifysgol Abertawe

FREQUENTLY ASKED  
QUESTIONS BY SWANSEA  
UNIVERSITY STUDENTS/  
CWESTIYNAU CYFFREDIN  
GAN FYFYRWYR  
PRIFYSGOL ABERTAWE

TALIESIN  
& THE GREAT HALL/  
Y NEUADD FAWR

[www.taliesinartscentre.co.uk](http://www.taliesinartscentre.co.uk)  
Taliesin Box Office: 01792 60 20 60

[www.greathallswansea.co.uk](http://www.greathallswansea.co.uk)  
Great Hall Box Office: 01792 60 49 00 /  
01792 60 49 99

## Student Discounts at Taliesin and the Great Hall

### **I am not a student at Swansea University. Am I entitled to any discount?**

Yes, where student prices are available. You can produce your student card when booking. We ask that a University student card be shown on collection of your student discount tickets.

## Swansea University Student Discounts at Taliesin and the Great Hall

### **Who can get a student discount?**

Whether you are a part-time or a full-time student at Swansea University, you are entitled to benefit from this offer. This special offer is limited to Swansea University students only.

### **What type of student discounts can I get with my Swansea University Student ID?**

Your Swansea University student card entitles you to book any events at Taliesin or the Great Hall: you can book any live shows (dance, drama, theatre, music...) for £5, any broadcast events (National Theatre, Royal Opera House, Royal Shakespeare Company...) for £5, when booking on the day only (door price), and any films for £6. If you wish to book for a broadcast event in advance, you will have to pay full price.

### **How can I buy a student discount ticket?**

You can buy tickets at the Taliesin Box Office on Singleton or at the Great Hall Box Office on the Bay Campus during opening times.

Or you can book online on [www.taliesinartscentre.co.uk](http://www.taliesinartscentre.co.uk). Click on the 'Book online' tab at the top, and then on 'Login or register'. Enter your registered email address. Click on 'Forgot your password?' to set a password. Book your tickets following the usual steps, making sure you select the appropriate student discount.

### **Do I need ID to buy tickets for the theatre or cinema?**

We ask that a Swansea University student card be shown on collection of your student discount tickets. If you book tickets online or over the telephone you will need to bring your student card with you to the Box Office in order to redeem your tickets.

## Booking Online

### **I'm having trouble registering to book online, what should I do?**

There may be a number of reasons for this so please call our Box Office staff at Taliesin or the Great Hall during opening hours on 01792 60 20 60 / 01792 60 49 00 and they will assist you with your initial online booking.

### **I made a mistake during my online booking, what should I do?**

You may 'remove' individual items from your cart or 'empty your cart' and begin your booking again. Alternatively, you may call our Box Office staff at Taliesin or the Great Hall during opening hours on 01792 60 20 60 / 01792 60 49 00.

### **How do I know if my booking is confirmed?**

Once your online booking is complete you will receive an email, sent to the address you registered with.

Please print this email out (where possible) and bring it along to the theatre to redeem your tickets. If you do not receive an email, please call our Box Office team at Taliesin or the Great Hall during opening hours on 01792 60 20 60 / 01792 60 49 00.

### **I have booked tickets online. What happens next?**

Once your online booking is complete, you will receive a confirmation email, sent to the address you registered with. As a student benefiting from our student discount, you should collect your tickets from Taliesin / Great Hall Box Office at your convenience prior to the performance day or at the specified venue on the day. Where possible, you should bring along your printed email confirmation in order to collect your tickets. Please ensure that you collect your tickets at least 30 minutes before the start of the performance when collecting on the day.

## **Your Visit to Taliesin and to the Great Hall**

### **Do you have a dress code?**

No, we don't – other than please wear some, of course!

### **Where is the Box Office?**

Taliesin Box Office on Singleton Campus is on the first floor of the Taliesin building.

The Great Hall Box Office / Reception on Bay Campus is located in the main hall, at the entrance, on the right-hand side.

### **Where is the reception desk at Taliesin?**

Our reception desk is on the first floor (café bar level). It is unmanned during the day, but is the base for the Duty Manager before, during and after performances.

### **Where is the auditorium at Taliesin?**

We have one 326-seat auditorium, which serves as both theatre and cinema. It is on the first floor of the building (the same level as the café bar).

### **Where is the Sir Stanley Clarke auditorium at the Great Hall?**

The Sir Stanley Clare Auditorium contains a concert, Exhibition & Conference Facilities with the capacity to host events for up to 700 people.

It is on the first floor of the building (the same level as the restaurant café bar).

### **Will there be an interval?**

This does vary between performances – some shows will even have two! Where we have that information in advance it will be included in the event info on this site. If we don't know in advance, our Front of House staff will be able to tell you upon arrival.

### **Do you sell gift vouchers?**

Yes, we sell gift vouchers (£5, 10 and 20) which are available from the Box Office or online on <http://bit.ly/2z875r1>.

### **Is there free Wi-Fi available?**

Yes. Visitors to Taliesin and the Great Hall may connect to the University's free visitor Wi-Fi network. More information on how to connect is at <https://swis.swan.ac.uk/visitors.php>.

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## **Archebu ar-lein**

### **Rwy'n cael trafferth cofrestru i archebu ar-lein , beth ddylwn i ei wneud?**

Gall fod nifer o resymau am hyn, felly os gwelwch yn dda ffoniwch ein staff y Swyddfa Docynnau Taliesin ar 01792 60 20 60 neu'r Neuadd Fawr ar 01792 60 49 00 yn ystod yr oriau agor a byddant yn eich cynorthwyo gyda'ch archebu ar-lein.

### **Yr wyf wedi gwneud camgymeriad yn ystod fy archebu ar-lein , beth ddylwn i ei wneud ?**

Gallwch ' cael gwared ' eitemau unigol o eich trol siopa neu 'empty your cart' a ddechreuwch eich archeb eto. Fel arall, gallwch ffonio ein staff y Swyddfa Docynnau Taliesin ar 01792 60 20 60 neu'r Neuadd Fawr ar 01792 60 49 00 yn ystod oriau agor am gymorth .

## **Sut ydwi i'n gwybod os yw fy archeb yn cael ei gadarnhau?**

Unwaith y bydd eich archebu ar-lein yn gyflawn, byddwch yn derbyn e-bost , a anfonwyd at y cyfeiriad yr ydych wedi cofrestru gyda . Printiwch e-bost hwn allan (lle y bo'n bosibl) a dod â hi draw i'r theatr i ad-dalu eich tocynnau . Os nad ydych yn derbyn e-bost , os gwelwch yn dda ffoniwch ein tim Swyddfa Docynnau Taliesin neu'r Neuadd Fawr ar 01792 60 20 60 / 01792 60 40 00.

## **Rwyf wedi archebu tocynnau ar-lein. Beth sy'n digwydd nesaf?**

Pan fydd y broses archebu ar-lein wedi'i chwblhau, anfonir e-bost yn cadarnhau'ch archeb i'r cyfeiriad e-bost a ddarparoch wrth gofrestru. Caiff eich tocynnau eu hanfon yn y post (os dewiswch yr opsiwn hwn) neu eu cadw i chi eu casglu o Swyddfa Docynnau Taliesin/y Neuadd Fawr, naill ai cyn diwrnod y perfformiad, neu o'r lleoliad dan sylw ar y dydd. Lle bynnag y bo modd, dylech ddod â chopi papur o'ch e-bost cadarnhau i gasglu'ch tocynnau. Gwnewch yn siŵr eich bod yn casglu'ch tocynnau o leiaf 30 munud cyn dechrau'r perfformiad os byddwch yn eu casglu ar y dydd.

Sylwer, mae rhai prisiau consesiynol ar gael drwy gasglu tocynnau yn unig.

## **Eich ymweilad â Taliesin a'r Neuadd fawr**

### **Oes gennych chi reolau penodol ynglŷn â gwisg?**

Nag oes, does dim - ond gwisgwch ddillad da chi!

### **Ble mae'r Swyddfa Docynnau?**

Mae Swyddfa Docynnau Taliesin ar Gampws Singleton ar lawr cyntaf adeilad Taliesin.

Mae Swyddfa Docynnau/Derbynfa'r Neuadd Fawr ar Gampws y Bae yn y brif neuadd, wrth y fynedfa, ar yr ochr dde.

### **Ble mae'r dderbynfa yn Taliesin?**

Mae ein derbynfa ar y llawr cyntaf (lefel y caffi a bar). Does neb yn gweithio yno yn ystod y dydd, ond bydd y Rheolwr ar Ddyletswydd yn y dderbynfa cyn, yn ystod, ac ar ôl perfformiadau.

### **Ble mae'r Awditoriwm yn Taliesin?**

Mae gennym un awditoriwm 326 sedd, sy'n cael ei ddefnyddio ar gyfer sioeau theatr a sinema. Mae wedi'i leoli ar lawr cyntaf yr adeilad (yr un lefel â'r caffi a bar).

### **Ble mae Awditoriwm Syr Stanley Clarke yn y Neuadd Fawr?**

Mae Awditoriwm Syr Stanley Clarke yn cynnig lleoliad cyngerdd a chyfleusterau arddangosfa a chynhadledd lle gellir cynnal digwyddiadau ar gyfer hyd at 700 o bobl.

Mae ar lawr cyntaf yr adeilad (yr un lefel â bwyty'r bar-gaffi).

### **A fydd egwyl?**

Mae hyn yn dibynnu ar y perfformiad - bydd hyd yn oed dwy egwyl mewn rhai perfformiadau! Pan fyddwn yn gwybod ymlaen llaw, nodwn hynny gyda'r wybodaeth ynghylch y perfformiad ar y wefan hon. Pan na fyddwn yn gwybod ymlaen llaw, bydd ein staff Blaen Tŷ yn gallu dweud wrthy ch pan gyrhaeddwch chi.

### **Ydych chi'n gwerthu tocynnau anrheg?**

Ydyn, mae ein cardiau anrheg (£5, £10 a £20) ar gael o'r Swyddfa Docynnau neu ar-lein yn <http://bit.ly/2z875r1>.

### **A oes Wi-fi rhydd ar gael?**

Oes. Gall ymwelwyr â Taliesin cysylltu â rhwydwaith Wi-Fi rhydd. Mwy o wybodaeth ynghylch sut i gysylltu: <https://swis.swan.ac.uk/visitors.php>