

Children's Company FAQs

Where do I arrive for the sessions?

Please arrive at Box Office and one of our Box Office Assistants and one of our Children's Company workshop Assistants will be on hand to assist you.

Do I have to stay in the room with my child/the child in my care?

We do not allow parents to stay in sessions as we would like participants to remain focused during sessions. If your child requires additional support during sessions, please contact the Box Office on 0161 833 9833 prior to your workshop.

Is there somewhere I can go whilst my child(ren) is taking part in the workshops?

The Rivals Café is open on Sunday from 11am to 5pm serving teas, coffees, homemade cakes, pastries, sandwiches, salads and hot food alongside a full range of beers, cask ales, wines and soft drinks.

Can I leave the Royal Exchange when my child is taking part in their workshop?

We ask that parents are present at the beginning of the session to register their child and at the end of sessions to collect their child. You can leave the Royal Exchange during the workshop if you have provided emergency contact details.

Can I watch any of the sessions?

There will be a sharing at the end of the MAKE and TRAIN courses where you will be able to see what your child(ren) have been up to during their time with us.

My little one is 4, can they join in?

The suitable age for the Children's Company is 5 to 13. Unfortunately, we cannot allow any child below or over this age to participate in the activities.

Why can I only book for one PLAY session at a time?

To make the process fair, booking for PLAY sessions open on Mondays. Alternatively, you can turn up and book on the day!

Do I have to donate more than once for a PLAY session?

Donations ensure that the Children's Company can continue to run. We encourage people to donate where possible. If you can't donate, we still encourage you to come along and take part.

When will the TRAIN courses start?

TRAIN courses will start in April 2019, booking will open in February 2019. Please sign up to our mailing list to find out more information - www.royalexchange.co.uk/maillinglist

Is the space fully accessible?

Yes, our Children's Company sessions are fully accessible. If your child requires additional support during sessions, please contact Box Office on 0161 833 9833 prior to your workshop.

My child has decided that they no longer want to come along to MAKE. Can I get a refund?

Unfortunately, we are not able to offer refunds part-way through the course. We understand that it can be difficult if your child no longer wants to commit, however, we can't provide money back due to taste. We welcome feedback and are very happy to receive your thoughts on the programme.