

## **The Truth about Harry Beck FAQs**

- **Who do I contact if I have a ticket enquiry**  
Please visit SEE Tickets customer hub where your question may well be answered - <https://www.seetickets.com/content/support-centre> If not please submit your query at <https://www.seetickets.com/customerservice> . Please note the staff at the Museum are unable to assist with ticket enquiries.
- **Who is the production suitable for?**  
Our age guidance for enjoyment of the show is 11+ but we will welcome age 8+ into the theatre.
- **How long is the performance?**  
65 minutes with no interval.
- **What happens if I'm running late?**  
If possible, you will be let in at a suitable time in the production if there are spare seats. However, the venue reserves the right to refuse entry if a late arrival would cause disruption to the audience and performers.
- **Can I get a refund on my ticket if someone can't attend?**  
Unfortunately, we don't offer refunds.
- **Where is the show taking place?**  
The Truth About Harry Beck theatre production is taking place in the Cubic Theatre at London Transport Museum, based in Covent Garden Piazza. The full address is London Transport Museum, Covent Garden, London, WC2E 7BB.
- **When should I arrive?**  
Please arrive in good time to show your ticket and get settled in the theatre, we suggest at least 20 minutes beforehand.
- **Where do I need to go on arrival?**  
As you enter the London Transport Museum main entrance, our Cubic Theatre is accessible via stairs or lift to the right of the entrance.
- **Is there a cloakroom for storage?**  
Yes – Coats and small bags can be stored. We do not have space for large items.
- **Are there any toilet facilities?**  
Yes, gender neutral and an accessible toilet is available next to the Cubic Theatre.
- **Is the Cubic Theatre airconditioned**  
Yes.
- **Is filming or photography allowed during the performance?**  
Photography or filming of any kind is not permitted during the production.
- **What facilities do you have customers with access needs**  
The Cubic Theatre is accessible by lift with space for 1 wheelchair and personal assistant at the front of the theatre. If you require this space, please ensure you select the wheelchair seats on the plan.  
There is an induction loop within the space. If you to discuss any further details, contact [enquiries@ltmuseum.co.uk](mailto:enquiries@ltmuseum.co.uk) or call +44 (0)343 222 5000.
- **Will any security checks take place?**  
Security checks may take place as you enter the venue.
- **Will there be any merchandise to purchase?**  
No.
- **Will the Museum Shop be open?**  
The Shop will only be open during the normal operating hours of 10:00 – 18:15 daily.
- **Will I be able to visit the Museum, as part of my ticket?**  
No.

- **What are the ticketing terms and conditions?**

Please click [here](#) to read the full SEE Tickets terms and conditions.

For full set of FAQs relating to visiting the London Transport Museum please visit

<https://www.ltmuseum.co.uk/visit/faq>

For Museum T&Cs <https://www.ltmuseum.co.uk/terms-conditions>