



HOW TO USE GALAPRO

If you're using the Audio Description service, please remember to bring your own wired headphones to the theatre.

AHEAD OF YOUR VISIT

1. Click to download the GalaPro app from the [Apple App Store](#) or [Google Play Store](#).



2. Create an account or login to your existing GalaPro account.

AT THE THEATRE

1. Using the compass icon in the top left-hand corner, select London as the city and then scroll to select the show you are attending.
2. Select Hamilton, and then choose your required service(s) – Closed Captioning and/or Audio Description.
3. Press the play button and follow the instructions on screen.

When joining the WiFi, it may tell you that it does not provide internet – this is expected, so please accept. Whilst connected to the network, incoming calls or messages are blocked to prevent disruption.

WiFi Network: GalaPro-Hamilton **Password:** galapro1

4. Inside the Auditorium, you will be able to launch the show and will receive a pre-show loop. For captioning, this will be a series of information slides, and for audio description, this will be a series of 2 to 6 minute descriptions of costumes/characters/set.

If you connect to the show whilst an audio file is playing, you will not hear anything until the next file commences.

You can also adjust font size and brightness via the settings on the top left side of the screen.

Ask a member of our Front of House team should you need any assistance.

Please be aware that due to the nature of live performance, there may be slight delays between the GalaPro app and the action on stage.