



Victoria Palace Theatre

Social Story



BEFORE I ARRIVE

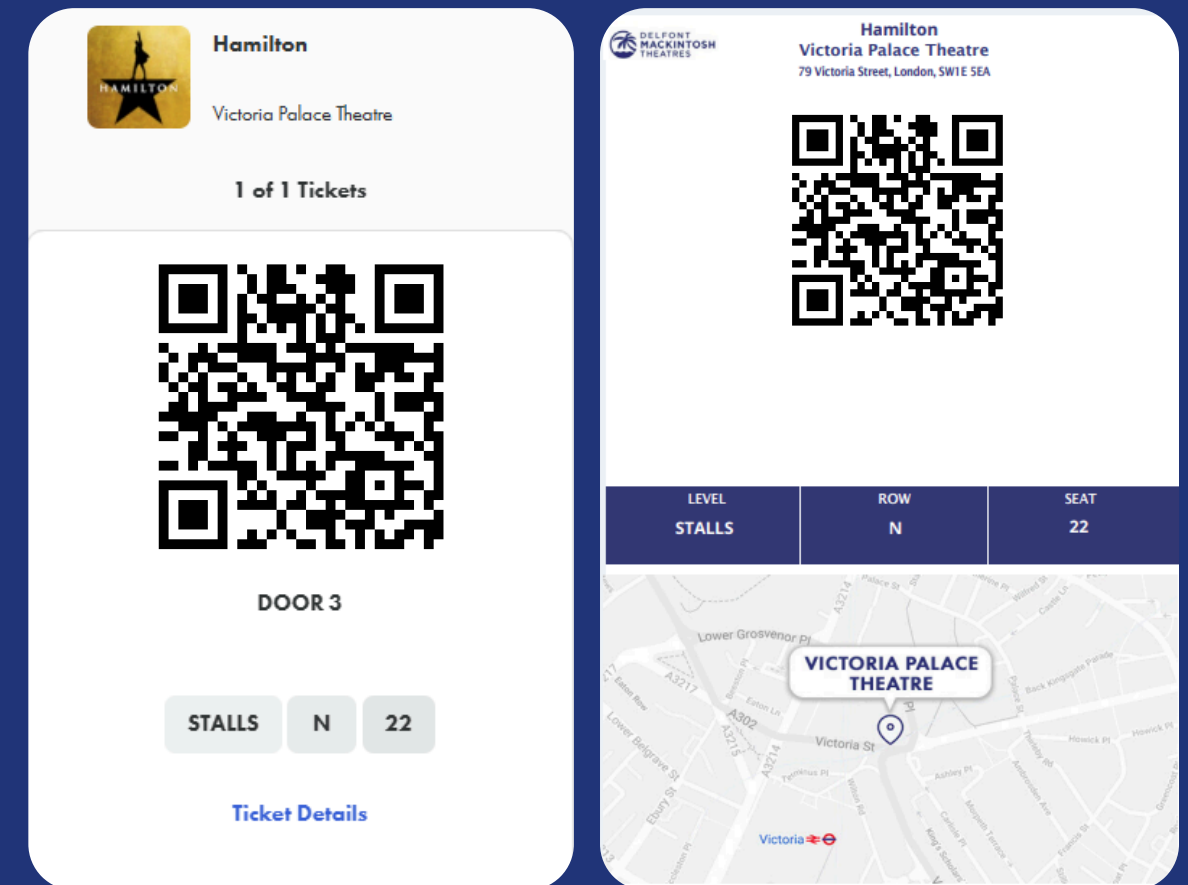
I am going to see a show at the Victoria Palace Theatre.

Before I arrive I will make sure I have my tickets ready.

The tickets will have been sent in an email from Delfont Mackintosh Theatres and include a QR code which the theatre staff will scan when I arrive either on my phone or I can print them out. If there are any problems, and I can't find my tickets, I can go to the box office at the theatre.

If I have any access needs I can contact the theatre beforehand: access@delfontmackintosh.co.uk

This is what a ticket may look like:



ARRIVING AT THE THEATRE

I can arrive at the theatre 60 minutes before the show starts where I will be able to access the bars, toilets or go straight to take my seat.

I can enter via the main entrance doors which I can see in the photo here or via a step-free entrance on Allington Street.

If I need the accessible entrance I can ask a member of staff for the Access Host at the main entrance who will be able to help.



ENTERING THE THEATRE

When I enter the theatre there will be a security team who will check inside my bag. There is a dog handler and security dog who will also be present - this is to ensure everyone's safety in the theatre.

If I have a large bag I can take this to the cloakroom. It operates on a first come, first served basis at £1 per item and no suitcases can be stored. I am not allowed to bring food into the theatre with me.

The front of house team will be wearing a uniform like in the photos on the right. They are there to help and will scan my ticket and direct me to where I need to go. Sometimes the foyer can be crowded and noisy.



INSIDE THE THEATRE

Inside the theatre there are toilets for me to use, including two accessible toilets, one located at the back of the stalls (level access to the street) and other in Pavlova's Bar the right of the main entrance. There are signs showing where the toilets are, or I can ask a member of staff. Sometimes there can be a queue for the toilet so I may have to wait.



There are five bars inside the theatre where I can buy a drink or a snack before the show. There is one located on each level. These can get busy and crowded. If I buy snacks such as sweets or chocolate from the theatre bars, they will be put into plastic cups to be taken in to the auditorium.

FINDING MY SEAT - STALLS

On my ticket it will say where my seat is located. I can ask a member of staff if I am unsure.

If my seat is in the stalls (see photo) I will enter via the foyer (down four steps) and follow signs to the stalls.

On the door there will be a member of the front of house team who will check my ticket and direct me to my seat.



FINDING MY SEAT - ROYAL CIRCLE

If I am sat in the Royal Circle (see photo), I will enter via the foyer and up the main marble staircase (15 steps up). I can speak to a member of staff if I need step free access.

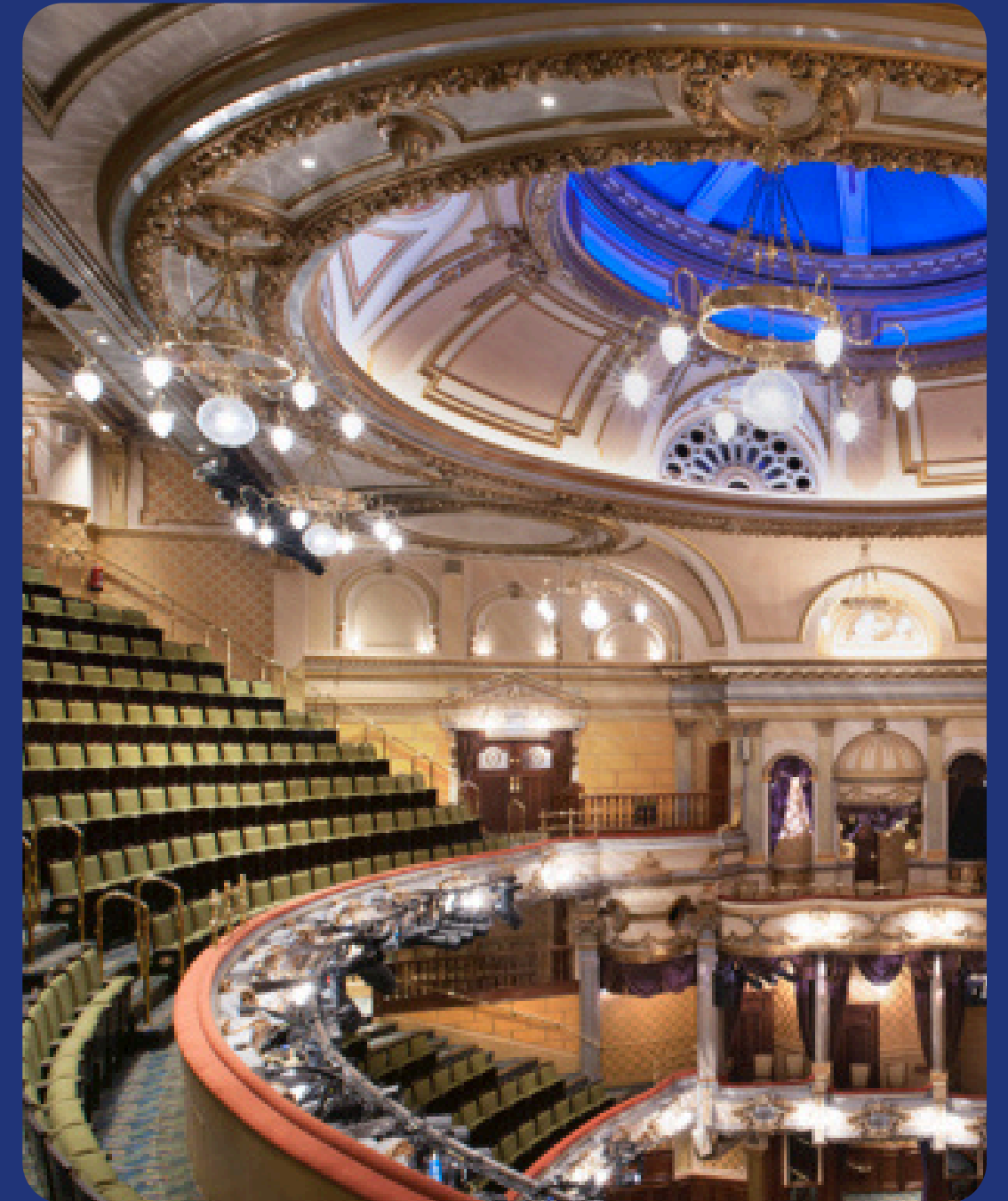
On the door there will be a member of the front of house team who will check my ticket and direct me to my seat.



FINDING MY SEAT - GRAND CIRCLE

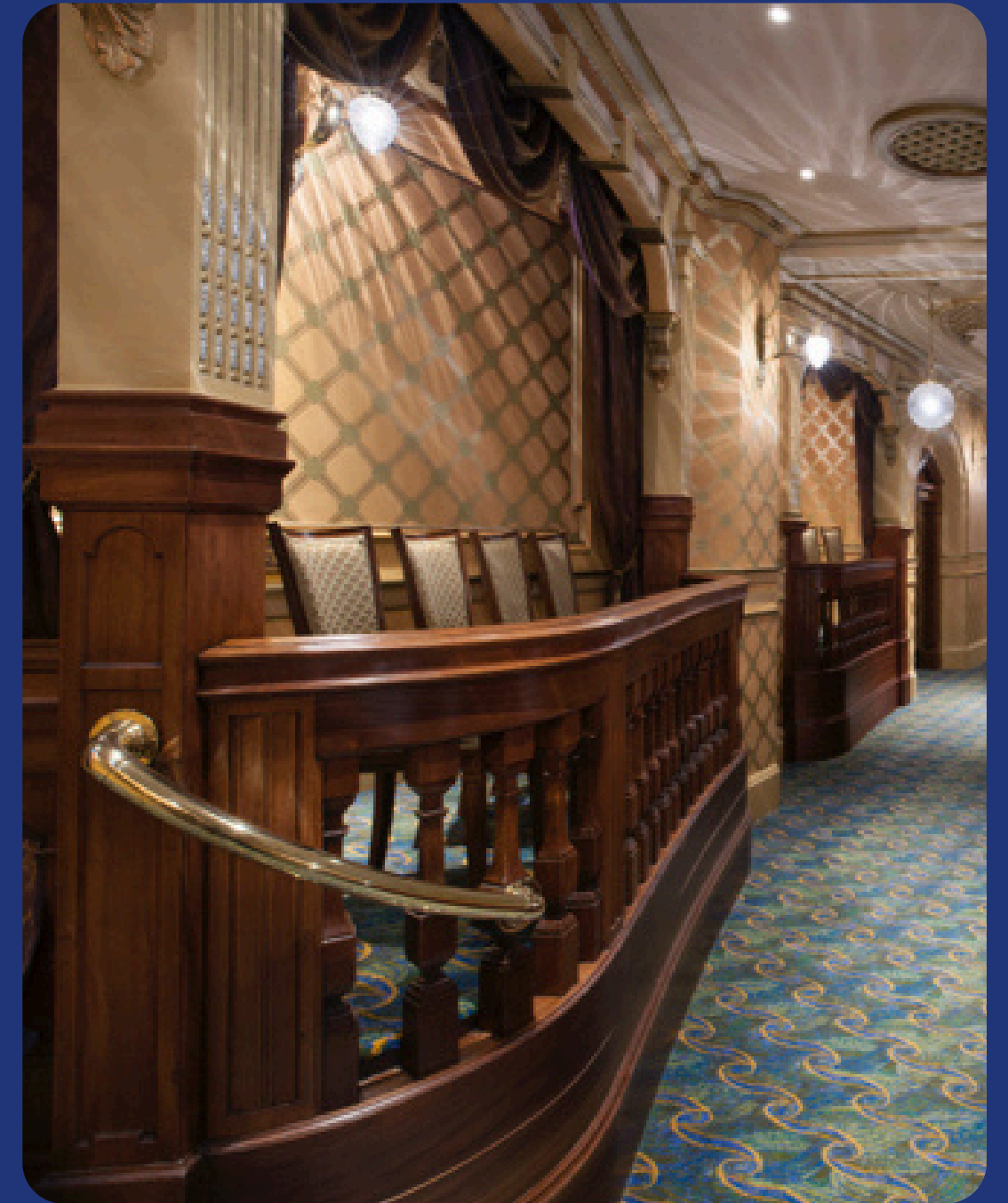
If I am sat in the Grand Circle (see photo), I will enter via the foyer and up the main marble staircase (75 steps up). I can speak to a member of staff if I need assistance.

On the door there will be a member of the front of house team who will check my ticket and direct me to my seat.



FINDING MY SEAT - BOXES

If I am sat in a box, these are located around the theatre. If I am unable to find the location I can ask a member of the front of house team or Access Host who will check my ticket and direct me to my seat.

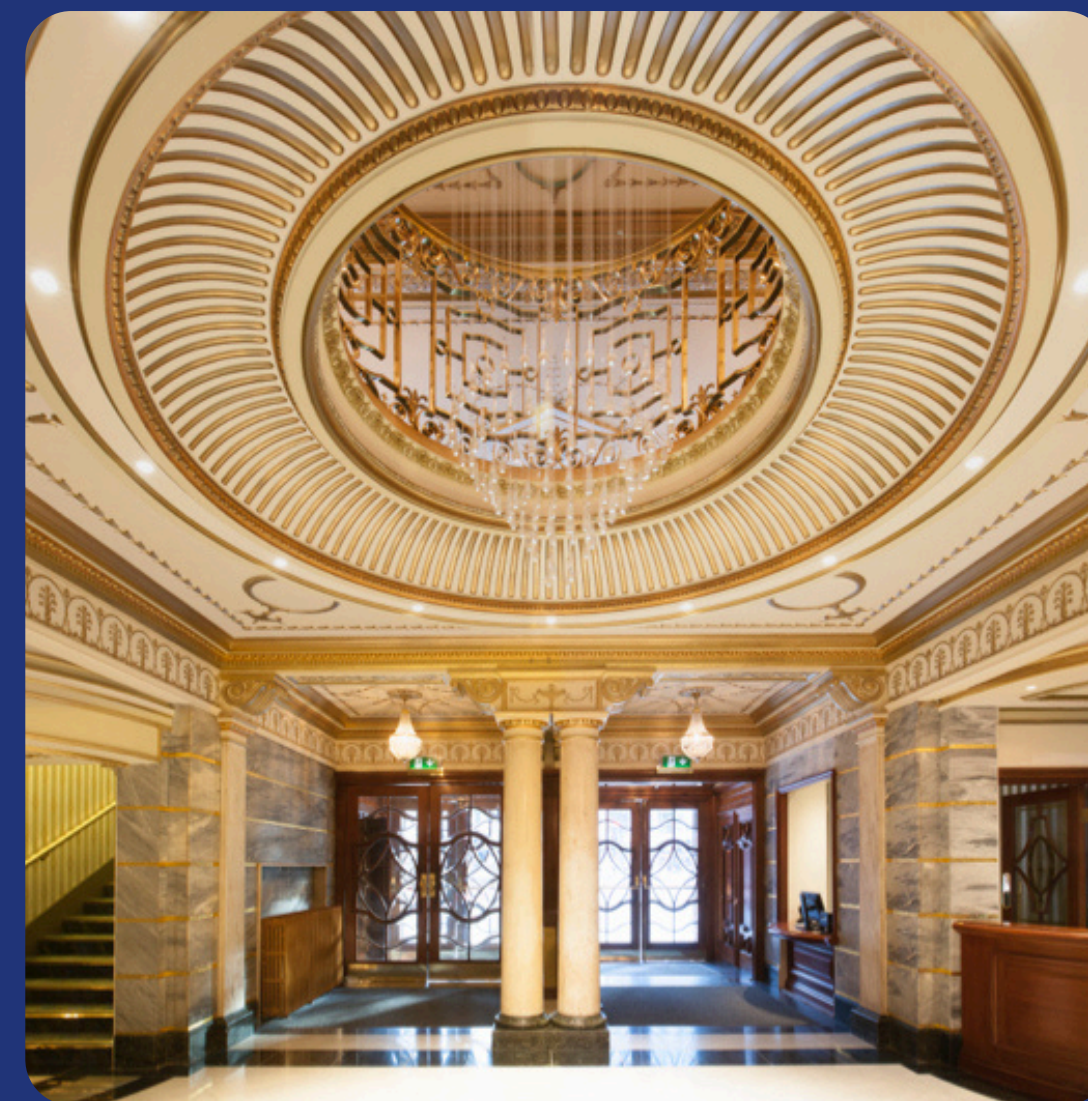


FINDING MY SEAT - ACCESS SEATS

If I am a wheelchair user then there are two non-transfer spaces in both Stalls Box A and Stalls Box F. There are also transfer seats at the back of the stalls on both sides of row T and U.

The Access Host will be able to assist me finding my seats if I need it.

If I have any access needs I can contact the theatre before I visit: access@delfontmackintosh.co.uk



THE SHOW IS ABOUT TO BEGIN

When it is nearly time for the show to start, an announcement will be made at five, three, two and one minute(s) prior to the performance starting.

There will also be recorded announcement by the character King George (played by a member of the cast) asking patrons to turn off their mobile phones. I can not take photos or use my phone during the show.

The lights will go out, it will be dark and everyone will be quiet. The show is then ready to begin.



DURING THE SHOW

During the show if I am feeling uncomfortable at any point and want to leave then that is okay. The front of house team will be able to assist me in finding the exit.

There is a TV screen in the Royal Bar which will be showing the performance, or there are chill-out spaces where I can have some time away from the show should I need it, I just need to ask a member of staff.

This space on the bottom right is called Pavlova's Bar and is one of the chill-out rooms I can use.



THE INTERVAL

The show is split into two parts with a break in between, this is called an interval. The interval will last about 15 minutes. During this break I can visit the bar, purchase merchandise, buy an ice-cream, use the toilet or step outside for some fresh air. If I buy a drink then I can take it back into the auditorium; I just need to make sure that it's in a plastic cup, that the bar staff can give me.

An announcement will be made at five, three, two and one minute(s) before the interval is ending to let me know to return to my seat. The front of house areas can get busy at the interval so it is also okay to stay in my seat.



END OF THE SHOW

At the end of the show some audience members may clap or stand to show they enjoyed the performance. I can do this too if I want. This can be quite noisy and so I can bring ear defenders if I want to wear them.

The lights will come back on and we will be able to exit the theatre. The front of house team will direct me to the nearest exit. This can be quite busy, so if I want to wait until others have left, then that is okay.



HEARING ENHANCEMENT AIDS - AURACAST

If I need a hearing enhancement I know the theatre will have an Auracast receiver which will give me clear sound across the auditorium. I can collect an Auracast receiver from the cloakroom before the performance, with a choice of using my own headphones or a personal induction loop.

For more information and a video on how it works I can go to the website here:

delfontmackintosh.co.uk/accessibility_



CAPTIONS - GALA PRO

If I need captions or audio description, I can access these using GalaPro. This is an app that provides real-time closed captioning and audio description on my own device, so I can follow the performance.

There is a handy guide on the website that shows me how to download the app ahead of the performance and what to do when I get to the venue.

delfontmackintosh.co.uk/accessibility-gala-pro

If I have any questions I can contact the team before I visit:

access@delfontmackintosh.co.uk or ask a member of our front of house team should I need assistance.



CONTENT WARNINGS

Age Recommendation: As Hamilton contains some strong language, the show is appropriate for ages 10+.

Content warnings:

Depictions of war

Depictions of violence

Death

Depictions of grief and bereavement (including death of a child)

References to suicide

References to extramarital affairs

Mild sexual references

References to domestic violence

Depictions of alcohol consumption

Gun violence Strong language

Gunshot and cannon sound effects (will be softened in relaxed performance)

However, if you have specific content questions that may affect your visit, please contact: access@delfontmackintosh.co.uk

PLEASE NOTE

Professional photography and filming will be taking place during this event and by attending you give your express consent to your image being used in any images/recordings across any and all media globally. We'll also be capturing some highlights through photography and film during the evening. By joining us, you're happy for your image to be included in our media and promotional materials.

We look forward to welcoming you to the Victoria Palace Theatre

If you have any further questions ahead of your visit please do get in touch with one of our friendly team members who will be able to help

Email: **access@delfontmackintosh.co.uk**

Phone: **0344 482 5137**