

## INTRODUCTION

This second edition has been researched by Jane Moss, Information Officer for the Society of London Theatre, and Leo Rawlings, Assistant Information Officer for Artsline. We would like to thank the Managers of London's 50 West End theatres for their invaluable help in compiling the guide.

Each theatre has been visited by both researchers, one of whom uses a wheelchair. Every effort has been taken to ensure that the information is correct, although facilities may change, so please double-check with the theatre box offices when planning your visit. Some theatres plan improvements to access in the near future, and this has been indicated where possible.



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## KEY



**Box Office** The telephone number to use when booking tickets. Some theatres have alternative numbers for enquiries and these are given where relevant. Theatres with a minicom system for deaf people are also indicated.

**How to book** Please follow this advice when booking tickets and asking for information. **It is very important that you book from the theatre rather than a ticket agent** and that you let theatre staff know that you are disabled so they can arrange the most suitable seating.

## FOR DEAF OR HARD OF HEARING THEATREGOERS





-  Sound amplification systems such as Sennheiser infra-red or induction loop. Please ask the box office to seat you in the area with clearest sound quality.
-  Sign-language interpreted performances.

## FOR BLIND OR PARTIALLY SIGHTED THEATREGOERS


-  Some theatres can allow guide dogs into the auditorium, while at others theatre staff look after them during the performance. A theatre's policy is often dictated by the terms of its licence, which is controlled by the local authority.
-  Audio-described performances and other events.






## FOR THEATREGOERS IN WHEELCHAIRS OR WITH LIMITED MOBILITY

-  Access for people in wheelchairs. Many theatres have spaces which you can occupy in your wheelchair, or boxes which can accommodate one person or more in a wheelchair plus companions. Fire regulations and licencing terms, which are set by the local authority, prohibit some theatres from allowing wheelchair users to bring their chairs into the auditorium. In these cases, aisle seats are usually available for people who are able to transfer into them, with the wheelchair stored nearby. Theatre staff will make arrangements, such as removing seats or positioning ramps beforehand, so it is very important that you let the box office know when you book that you will be coming in a wheelchair. It also helps if you can give an idea of the type of chair you use, ie. manual or battery powered. You may be asked to arrive at the theatre in good time, to avoid any delay in helping you to your seat or space.
-  The most direct route to the auditorium, with information about hand rails, aisle seats and other useful features.
-  Information about refreshments and access to theatre bars, cafés and restaurants.
-  Adapted toilets for men and women, or the nearest alternative. A number of theatres plan improvements in the near future, so please ask box offices for the latest information.

## CONCESSIONS

-  All West End theatres offer price concessions for wheelchair users and their escorts, and most extend this to other disabled people. Theatres which offer standby seats to students, people with UB40s, senior citizens and other eligible groups may also offer these to disabled theatregoers, especially those on low incomes. The rate of concession may vary according to the current production. Please ask the box office.

## TRANSPORT AND PARKING

-  Nearest London Underground station.
-  Nearest British Rail station.
-  Parking close to the theatre, on street, or the nearest NCP or other public car park. Very few theatres have their own car park, but box office staff can give local advice.

