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Welcome.

This guide gives information about our building, our facilities and our services

It's also available in alternative formats

Large print booklet

Braille

DVD with British Sign Language interpretation

On our website www.theatreroyalnorwich.co.uk

Pre-visits

New to us? Why not come for a 'pre-visit', before you come to watch a show, to see what we can offer & what will work for you?

To ask a question or to book a pre-visit, contact the Access department. Telephone 01603 598540 or e-mail

access@theatreroyalnorwich.co.uk

To book tickets, contact the Box Office. Telephone 01603 630000 or e-mail boxoffice@theatreroyalnorwich.co.uk

Personal Assistant tickets

If you require a Personal Assistant in order to access the theatre, this person's ticket will be free

This discount is not available online

Contact the Box Office

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Getting here

Our address Norwich Theatre Royal, Theatre Street, Norwich, NR2 1RL

Drop-off points Drop-off layby to right of entrance on Theatre Street

On street parking (disabled badge holders) Opposite theatre - 9 spaces (no charge)

Taxis

List of local firms at Welcome Point in Foyer

We can telephone for you

Buses

Norwich Bus Station - 10 minutes walk from theatre

Nearest bus stop (approx. 100 metres) - Stop BE (heading from theatre towards M&S)

Buses running past theatre – Konect service 5; First buses services 21-24 & 28-29

www.travelineeastanglia.co.uk

Car parking

Nearest car parks (approx. 200 metres)

Forum (library) underground car park - 204 spaces

Opposite theatre, NR2 1TF (entrance from Bethel Street)

Open 7am - midnight, 7 days a week (closed Christmas Day & Boxing Day)

12 disabled badge spaces - level 2 (full charges apply)

8 parent with toddler spaces - level 1 (full charges apply)

Lift access

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Chapelfield (shopping mall) underground car park -1000 spaces

Rear of theatre, NR2 1RU (entrance from Chapelfield Road)

Open 8am -10pm (8pm on Sundays) - exit any time

55 disabled badge spaces (full charges apply)

22 parent with toddler spaces (full charges apply)

Lift access

Assembly House surface car park - 40 spaces

Adjacent to theatre, NR2 1RQ (entrance from Chantry Road, off Chapelfield East)

Open 24 hours, 7 days a week

2 disabled badge spaces (full charges apply)

Chantry surface car park - 90 spaces

Heading from theatre towards M&S, NR2 1RG (entrance from Theatre Street)

Open 24 hours, 7 days a week

4 disabled badge spaces (reduced charges apply)

Chapelfield East surface car park - 17 spaces

Adjacent to rear of theatre, NR2 1RQ (entrance from Chantry Road, off Chapelfield East)

Open 24 hours, 7 days a week

1 disabled badge space (reduced charges apply)

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At the Theatre

Opening times

Mon to Sat: Theatre - 9.30am - end of last show

Box Office - 9.30am - 8pm (6pm on non-show days)

Sunday & Bank Holidays: 2 hours before show (closed on non-show days)

Entrance doors

Front doors (Theatre Street) level access, sensor-operated sliding doors (two sets, one either side of a lobby)

Rear doors (Chantry Road) level access, sensor-operated doors (open towards you from outside)

Floor coverings

Stone floor in Foyer - carpets elsewhere

Lino in toilets

Concrete floors to emergency stairwells

Colour contrast

Good colour contrast between floor and wall surfaces

Signage mostly white against dark grey or maroon

Television monitors

Performance relayed to television screens in foyers - ideal for taking a break from auditorium

Wheelchair access

Foyer and bar areas - level or ramped access or via lifts to Circle (upstairs)

Stalls (downstairs) - ramped access to all seats

Certain seats removable for people in wheelchairs (see shaded area on seating plan on rear cover of brochure). Book early

Circle (upstairs) - lift access to row B

Removable seats for one person in wheelchair (& companion) on either side of Circle row B

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The Circle has steps between each row

No lift access to rear Circle

Refreshments

Drinks, ices or programmes can be brought to your seat (ask at Welcome Point on arrival)

Registered assistance dogs

Book a space next to you for your dog

We can look after your dog during the show

Use of strobe and special effects in performances

Details of strobe lighting, smoke effects & loud sound effects available from Box Office during week of performance

Warnings displayed at entrances to auditorium

Further information from Duty Manager at Welcome Point

Welcome Point (ground floor, Foyer)

Customer services, Sennheiser hearing headsets, Booster cushions, First Aid

Box Office (ground floor, Foyer)

Low level counters, Stool seating and space for people in wheelchairs

Induction loop

Unisex accessible & baby change toilets

Ground floor, Foyer (Left hand transfer)

Ground floor, Stalls (Right hand transfer)

Ground floor, Cloakroom (Right hand transfer)

Upper ground floor, Kemp's Restaurant (Right hand transfer)

First floor, Circle Lounge

First floor, Circle Foyer

Pull cord alarms for assistance

Baby change facilities (except Kemp's Restaurant)

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Lifts

Ground floor, Foyer (Two lifts to Circle level)

Audio confirmation of floors

Stalls

Ground floor, off Foyer

Level or sloping floors via rear doors to all seats

Stairs from front doors

Some seats removable (when booking) for people in wheelchairs, for mobility aids and for assistance dogs

Unisex accessible toilet (level access from front right door)

Induction loop

Sennheiser sound enhancement (using headsets on free loan from Welcome Point in Foyer)

Adnams Stalls Bar

Ground floor, opposite end from Foyer

Bench seating

Cloakroom

Ground floor, off Adnams Stalls Bar

Opens 45 minutes before performance

Closes 15 minutes after performance

Sennheiser hearing headsets

Kemp's Restaurant

Upper ground floor, via stairs from Foyer or right hand lift

Food served Mon to Sat

Choice of chairs with & without arms

Pedestal tables

Unisex accessible toilet

Children's menu

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Circle

First floor, via stairs from Foyer or lifts

Level access to Circle row B - stairs to all other seats in Circle

No lift access to rear Circle

Single space for person using wheelchair (& companion) on either end of row B

Induction loop

Sennheiser sound enhancement (using headsets on free loan from Welcome Point in Foyer)

Adnams Circle Bar

First floor, via lifts or stairs from Foyer

Choice of chairs with & without arms

Pedestal tables

Unisex accessible toilets

Targetfollow Room

Second floor, via right hand lift or stairs from Foyer

Function & meeting room

Induction loop

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Assisted Performances

Details of forthcoming assisted performances in brochure and on access page of website

Contact Access department for more information

Signed performances (British Sign Language)

Signer stands towards front of stage

We recommend booking in centre front Stalls (downstairs)

Seats held for this purpose, subject to availability

Captioned performances

Caption screens mounted above or to sides of stage

Spoken dialogue or song lyrics displayed as they are delivered on stage

Sound effects included as part of captions

We recommend avoiding first 3 rows of Stalls (downstairs) to view screens comfortably

Seats held for this purpose, subject to availability

Audio described performances

Live commentary describing characters, costumes, set, effects & key visual moments of action

Description runs throughout performance

Requires Sennheiser headsets - free loan from Welcome Point in Foyer

Neckloop Sennheisers available for patrons whose hearing aids are loop-enabled or have a 'T' setting Introduction delivered via headsets 15 minutes before performance

Relaxed performances

Supportive and relaxed environment throughout theatre

Especially suited to those with autism and a wide range of disabilities

Patrons free to move around and make noise during these performances

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Performance relayed to television screens in foyers - ideal for taking a break from auditorium

Book in person or by phone - contact Box Office

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Additional information if you are blind or partially sighted

Touch tours

Available before some audio described performances

Check on availability & timing 7 days beforehand - contact Access department

Tours free & companions welcome

Audio Introductions

Pre-recorded introduction to characters, costumes, set & effects of show

Available before all audio described performances - on free CD or downloadable from website

Available on request before other shows - 7 days' notice required and available only from third performance - contact Box Office or Access department

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Additional information if you are Deaf, deafened or hard of hearing

Induction loop

Compatible with hearing aids that are loop enabled (or have 'T' setting)

Works across both levels of auditorium

Sennheiser sound enhancement

Suitable whether you have a hearing aid or not

Requires headset (if you don't have a hearing aid) or necklace loop (if you do)

Necklace loop works with hearing aids that are loop enabled

On free loan from Welcome Point, 30 minutes before performance

Staff at Welcome Point happy to offer guidance

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Additional information if you have autism, Asperger's Syndrome, or a learning difficulty

Visual Story

Visual story 'Visiting Norwich Theatre Royal' available

Contact Access department for printed copy or download from website - visit access page

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Additional information if you have a mobility need

Raised area at rear Stalls (downstairs)

Spaces for high-backed or motorised wheelchair

Separate automatic entrance (push button door)

If you are transferring from a wheelchair or use a walker

Option to retain it close to you during performance on request from Box Office (subject to availability & pre-booking)

Theatre wheelchair

House wheelchair available on request from Box Office (subject to availability & pre-booking)

Early entry to the auditorium

If it would help to take your seat before the rest of the audience contact the Access department

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Additional information if you have a baby or young children

For shows displaying the 'Under Ones Free' logo, babies & children under 3 may share a seat with you free of charge

For shows which do not display this logo, children under 3 are not allowed into the auditorium

Baby change

Baby changing facilities in accessible toilets (except Kemp's Restaurant and Stalls)

Children's menu & high-chairs available in Kemp's Restaurant

Straws for use with drinks available at bars & sales points

Buggies & pushchairs

Storage in Foyer under stairwell

Please collapse them to allow room for others

Offered at owners' risk

Booster cushions

Available for use inside auditorium

Free on loan from Welcome Point

Additional information for groups

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Information for groups

Risk assessments

Pre-prepared risk assessments available on request or downloadable from website – visit 'Take Part – education' page

Pre-visits welcome to prepare your own risk assessment

Advance ordering for refreshments

Pre-order forms for interval ices or drinks available on request or downloadable from website - visit 'Take Part – education' page

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Our aims

We are committed to making Norwich Theatre Royal - the people, the building, our services - accessible & welcoming to all

We will exceed the expectations of statutory requirements, organisations and, above all, everyone who uses the Theatre

We aim to extend what we do in order to attract, retain and look after everyone who uses the theatre - now and in the future

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Tell us what you think

Write to us: Access department, Norwich Theatre Royal,
Theatre Street, Norwich, NR2 1RL

E-mail us: access@theatreroyalnorwich.co.uk

Complete a comment card: Available at the Welcome Point in
the Foyer

Telephone us: 01603 598540 (Access department) 01603
630000 (Box Office)