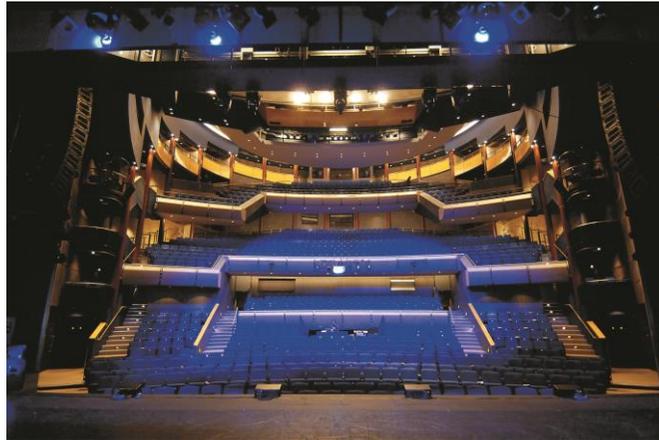


ACCESS GUIDE

Welcome to Milton Keynes Theatre



Access Line: 0844 871 7677
Box Office: 0844 871 7652
www.atgtickets.com/miltonkeynes



Accessibility

The title 'Access' refers to everything Milton Keynes Theatre does to enable everyone who needs support because of a disability or health condition to come to our theatre and have the best experience possible. Whatever your Access requirement, there is likely to be something we provide that will help improve your experience. Theatre staff will endeavour to help you in any way they can.

Who can use our Access services?

Anyone who needs support because of a disability or health condition can use our Access services. Please call our dedicated Access team on 0844 871 7677, use our typetalk number on 18001 0871 297 5477, ask a member of staff, or email the theatre's Access Champions – rachaelhutchinson@theambassadors.com or mkcreative@theambassadors.com

Visual Story

We have developed a theatre visual story for people with autism to help prepare for the experience of visiting our theatre and to familiarise themselves with the surroundings. Our visual story is available to download from our website: www.atgtickets.com/access/visual-stories/

Wheelchair Access

All areas of Milton Keynes Theatre are accessible to wheelchair users. We have an automatic door located to the left of the main doors operated by a manual push button and there is level access into the theatre foyer and auditorium. There are six wheelchair spaces available in the stalls and four in the upper circle. There are disabled toilets on all theatre levels with emergency call-points in all. Two lifts in the foyer provide access to all levels of the theatre. Similarly, a lift backstage provides access to all areas ensuring that our theatre backstage tours and Creative Learning workshops are fully accessible.

Our Box Office and some of our theatre bars have low level accessible counters for transactions.

At Seat Service

This can be provided for any patrons with Access requirements. Our Front of House staff can arrange for refreshments to be brought to your seat. Please request this on arrival with a member of staff, there is no additional charge for the service, but we can only accept cash payment.

Guide Dogs

Guide dogs are welcome in our theatre and can be catered for. Please let us know when booking your tickets that you will be bringing a guide dog with you. Please inform the member of staff about your dog at the time of booking to ensure that you are booked into the most appropriate and spacious seat for you and your dog.

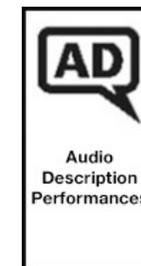
Visual Impairment Services

Audio Described Performances

A live, scripted verbal commentary of a show which is delivered by a professional audio describer via our infra-red headsets. The commentary provides information which is otherwise only available visually; so it may include actions happening on stage, details of significant non-verbal communication or a character's entrance. The audio describer will do a pre-show introduction giving a detailed description of the set, characters and costumes in advance of the performance.

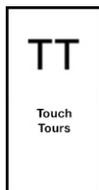
Upcoming audio described performances:

- Dick Whittington – 17 Dec 2016 – 2.30pm
(Touch Tour 12pm & 1pm)
- La Boheme – 23 Mar 2017 – 7.15pm
(Touch Tour 6pm)



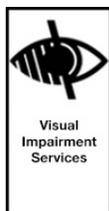
Touch Tours

Touch tours are free to ticket holders and are led by an audio describer prior to an audio described performance. Touch tours provide the opportunity for members of the audience who are blind or partially sighted to familiarise themselves with the set, costumes and props. Places on our touch tours must be booked via our box office.



Information on Audio/Large print

Our theatre brochures are available on audio CD and in large print. Please contact **01908 547604** or email **marketingmkt@theambassadors.com**



Audio Impairment Services

Captioned Performances

Captioning is similar to television subtitles where the spoken word is displayed as text onto screens situated either side of the stage for people with hearing impairments. Audience members who are using the captions should ask to be booked into our Access seats so they will have good sightlines of the screens.

Upcoming captioned performances:

- Dick Whittington – 5 Jan 2017 – 7pm



Signed Performances

We have many British Sign Language interpreted performances throughout the year.

Upcoming BSL performances:

- Dick Whittington – 12 Jan 2017 – 7pm



Hearing Enhancement Aids

Induction Loop Necklaces

Available for patrons already wearing a hearing enhancement aid. By putting the necklace around your neck and switching your hearing aid to the 'T' setting, the sound will be amplified.

Infra-red Headsets

We have infra-red *Sennheiser* sound amplification headsets which amplify sound through earpieces similar to regular headphones. This is suitable for patrons without a hearing aid.

Both the induction loop necklaces and infra-red headsets are available from the theatre kiosk.

Box Office

We have a hearing loop at our box office counter and by switching your hearing aid to the 'T' setting, the sound will be amplified.



Relaxed Performances

Relaxed performances are primarily designed for patrons who may be concerned about attending a regular performance and may find visiting a theatre daunting. They are informal performances that are designed to benefit patrons with additional needs, especially those on the autistic spectrum, those who may make involuntary noises, or anyone who would benefit from a more relaxed environment.

Depending on the show, slight alterations are made to the performance though the overall content will not change. House lights are normally left on low and strobe lighting may be removed. Loud noises or explosions are either taken out entirely or reduced. The audience are free to go in and out as needed and late-comers rules will be relaxed. Making noise during the performance will not be discouraged.

There are additional staff members on hand to assist as required, and chill out areas are provided for anyone who may become overwhelmed by the performance.

Our next relaxed performance is for our pantomime Dick Whittington on 3 Jan 2017 at 1pm.



Access Booking Information

We recommend that our Access customers come into the theatre to book over the counter as our Box Office staff can then advise you based on your individual requirements.

Alternatively you can book via:

- Dedicated Access booking line 0844 871 7677*
- Typetalk number 18001 0871 297 5477
- Email our Access Champion –
elisamiddleton@theambassadors.com

Please make sure you explain your particular Access requirements when booking your tickets, e.g. if you are able to transfer to a seat or need a wheelchair space.

As with all transactions, a full range of prices will be offered at the time of booking and disabled discounts are available dependent on your individual Access requirements. We do ask that wherever possible you provide proof of your disability to ensure that the discounts are not abused.

*Booking and transaction fees apply

Ordertorium



Enjoy a cold beverage, ice cream or snack without leaving your seat! Order your drink from the comfort of your seat in the auditorium and a member of our staff will deliver it to you.

You can download the app or simply wave your menu in the air and a member of staff will come and take your order. Menus can be found on the back of the seat in front of you (Stalls only).

Further Information

For further Access information please contact the Access line on 0844 871 7677 or visit www.atgtickets.com/access

If you would like to be added to our Access database to receive information on upcoming Access performances please email:

mkcreative@theambassadors.com

Acknowledgements

Milton Keynes Theatre received a grant of £500,000 from the Margaret Powell Foundation when the theatre opened in 1999 to make all areas of the venue fully accessible.

Thank you to all the valued members of our theatre Access steering group who volunteer their time to help us continually improve our accessibility. If you would like to become a member of our Access steering group please email mkcreative@theambassadors.com or contact 01908 547651.



Access Performances

Audio Described

- Dick Whittington – 17 Dec 2016 – 2.30pm (Touch Tour 12pm & 1pm)
- La Boheme – 23 Mar 2017 – 7.15pm (Touch Tour 6pm)

Captioned

- Dick Whittington – 5 Jan 2017 – 7pm

BSL

- Dick Whittington – 12 Jan 2017 – 7pm

This Access Guide has been created by the Milton Keynes
Theatre Creative Learning Department