



THE PICCADILLY THEATRE ACCESS GUIDE

A guide on booking tickets and visiting the Piccadilly Theatre for people with accessibility requirements.



Thank you for booking with ATG Tickets and The Piccadilly Theatre.

At its grand opening in April 1928, the Piccadilly Theatre was one of the largest theatres to be built in London - as its souvenir brochure claimed, 'If all the bricks used in the building were laid in a straight line, they would stretch from London to Paris'. The opening production starred one of the most acclaimed actresses of the period, Miss Evelyn Laye.

In its early days, the Piccadilly operated as a cinema and made entertainment history when it premiered the very first talking picture to be shown in Britain, *The Singing Fool* with Al Jolson. He also opened *The Jazz Singer* in 1928 and appeared afterwards on-stage to sing Mammie. The Piccadilly has presented most forms of stage entertainment from *Who's Afraid of Virginia Woolf?* (with its original Broadway cast) to *A Night with Dame Edna*. There have been a variety of Royal Shakespeare Company productions including *Edward II* starring Ian McKellen, and Henry Fonda also made his West End debut in the solo play, *Clarence Darrow*.

The 1990s witnessed an expansion in musicals, ballet and dance, notably the most successful commercial ballet season ever to play in the West End, with *Adventures in Motion Pictures' Swan Lake*. The Piccadilly has been home to a season of plays directed by Sir Peter Hall, starring famous names such as Judi Dench, Michael Pennington, Julia MacKenzie and Eric Sykes. It has also hosted the smash-hit musical *Spend Spend Spend* starring the Olivier award-winning actress, Barbara Dickson, the sell-out run of *Shockheaded Peter*, *Noises Off* starring Lynn Redgrave, *Ragtime*, the transfer of the National Theatre's acclaimed production of *Jumpers*, *Jailhouse Rock*, *Guys and Dolls* and *Grease the Musical*. Recent productions include *Ghost the Musical*, *Viva Forever*, *Dirty Dancing*, *Jersey Boys* & *Annie*.

We hope you find the following information useful in planning your visit, and look forward to welcoming you to the Piccadilly Theatre.

Access Booking Line: 0844 871 7677

Access Champion: Kirsty Tibbetts

Email:

piccadillyboxoffice@theambassadors.com

CONTACT INFORMATION

PICCADILLY THEATRE

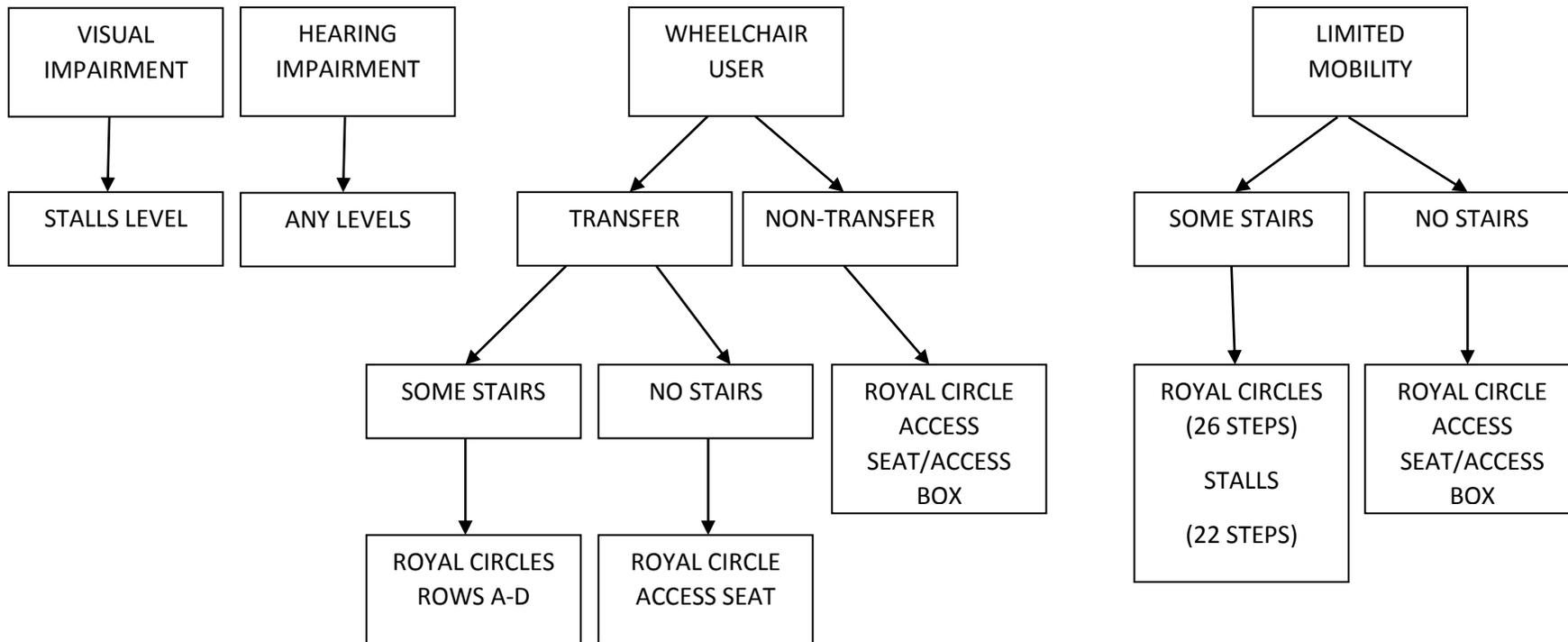
16 Denman Street

London

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BOOKING

To ensure a comfortable and enjoyable experience for yourself, it's best for us to understand your needs before you even arrive at the theatre. The following chart is a simple to use aid in determining which seat is best for you.



When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs.

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VENUE ACCESS INFORMATION

The entrance of the theatre on Denman Street, just off Piccadilly Circus.
Head through the front doors and you will reach the Box Office – where you can collect your tickets.

There are then three sets of stairs which are the entrances for the Stalls, Royal Circle and Grand Circle respectively, all of which are marked clearly.

The Stalls is down the stairs to the right and there you can find our Stalls Bar, Toilets and one of our Ambassador Lounges. The middle stairs take you up to our Piano Bar where you can enjoy live music and cocktails, as well as one of our merchandise kiosks. There is also a step-free route to the seats in the Royal Circle – if you require this please speak to a member of staff and they will show you round. The stairs on the left take you up to the Grand Circle where you can find our Grand Bar and Grand Kiosk.

The Ambassador Lounge

To add a little magic to your evening why not treat yourself to the VIP experience? For just £15 a head you get access to the lounge itself, a welcome drink of your choice (including wines, prosecco, spirits and mixers, and an array of soft drinks) complimentary nibbles, private cloakroom and toilet. Our wonderful Ambassador Lounge Hosts will also accompany you to and from your seats, and assist with any of your needs. The entrance to our lounge is completely step-free.

Ordertorium Service

The Piccadilly Theatre also offer an at-your-seat delivery service – called Ordertorium – through which you can order drinks, snacks, ice creams & programmes and a staff member will deliver it directly to your seat. You can either download our app on Apple and Android phones, or speak to a member of staff who will happily take your order.

There are binoculars located in front of most seats inside the auditorium and if you require extra please speak to one of the front of house staff. We provide an array of merchandise which is available from all Kiosks. During the show there will be a 20 minute interval where you can visit our bars, kiosks and toilets which are situated on all levels of the theatre.

There are spaces for 3 wheelchair users per performance, all located in the Royal Circle. Street level access is via Sherwood Street. There is one wheelchair space in Row A, and two in Box C (with companion seats), all located on the left hand side of the auditorium. Width of the entrance into Row A is 67.5cm, and the wheelchair space in row A is 190cm wide and 95cm deep. We can also accommodate transfer seating in Row A, seat 28 in the Royal Circle. Customers who wish to transfer should mention this at time of booking. If you need help with transferring we ask that you bring a companion. Please come to the Box Office on arrival and you will be shown the level access route to these seats. The auditorium opens 30 minutes before the performance.

Aisle seats and Row P in the Stalls have the most legroom. The Stalls Bar is down 22 steps from the Foyer, the Royal Circle Bar is up 26 steps from the Foyer, and there are 70 steps up to the Grand Circle Bar. Please note that all bars have limited seating. All staircases are well lit and have handrails.

There is an accessible toilet next to Box C. Ladies and Gents toilets for Stalls seats are 8 steps down from the entrance to the auditorium. In the Royal Circle, the Ladies toilets are 8 steps up from the bar, and the Gents toilets 15 steps down from the bar level and then 7 up. There are 70 steps up to the Grand Circle Bar, with the Ladies on the way up and the Gents at the top.

Women's Stalls Toilets are 8 steps down from the Stalls and the men's off the Stalls bar is also a further 8 steps. Royal Circle bar up 26 steps from the foyer. Women's toilets are 15 steps down from Royal Circle and then 7 up, and the men's is 8 steps up from the Royal Circle bar. There are 70 steps up to the Grand Circle Bar, with the ladies on the way up and the men's at the top.

Please note

The step-free entrance leads directly into the auditorium and so patrons are advised to arrive no earlier than half an hour, and no later than fifteen minutes, before the performance.

Guide Dogs

Guide, hearing and other working dogs are welcome at the Piccadilly Theatre and can be catered for - both inside and outside the auditorium, depending on your preference. If you require the dog inside the auditorium, we advise you book an aisle seat for maximum comfort and ease. If you don't require your dog during the performance, our front of house team will look after him/her for you and provide water.

Please inform the member of staff when booking that you are bringing your dog and they will be able to ensure that you are booked into the most appropriate and spacious seat for you.

Audio Described Performances

The Piccadilly Theatre provide a number of audio described performances throughout the year for visually impaired audience members who would benefit from having a live commentary of what is happening on stage.

In audio described performances a headset is issued to audience members to enable them to listen to a live description of the action onstage alongside all the dialogue and song within the show. Not all shows are an audio described performance.

Any such performances will have an audio described logo next to it in brochures and online. There is a full list of audio described performances on our ATG website, our box office staff and in-house access team will also be aware of when the audio described performances are and will be able to assist with requests.

This is a performance suitable for everyone, and is not distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the audio description during the performance and you will be allocated seats and headset accordingly.

Captioned Performances

The Piccadilly Theatre provide a number of specific captioned performances throughout the year.

In captioned performances the words of all dialogue and songs are displayed on screens on either side of the auditorium. This is particularly beneficial for patrons whose hearing is impaired, anyone who has difficulty following strong accents and people for whom English is not their first language.

Not all shows have captioned performance. Any captioned performances will have a captioned logo next to it in brochures and online. There is a full list of Audio described performances on our ATG website, our box office staff will also be aware of when the captioned performances are and will be able to assist with requests.

This is not distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the captions during the performance and you will be allocated seats appropriately.

Signed Performances

The Piccadilly Theatre provide a number of specific signed performances throughout the year.

In signed performances an interpreter is positioned on stage throughout the performance, who interprets the words of all dialogue and songs. This is particularly beneficial for patrons who are deaf, deafened or hard of hearing who use sign language as their primary language.

Not all shows have signed performances. Any signed performances will have a signed logo next to it in brochures and online. There is a full list of signed performances on our ATG website, our box office staff will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, however special consideration is made in the stalls where the interpreter is stood on the stage left. This may be distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the signed interpretation during the performance and you will be allocated seats appropriately.

ATG Access Membership Scheme

ATG Tickets offers its patrons the option to join our Access Membership Scheme. It is designed to make it easier for our customers to book accessible seats, and to make it much clearer for our staff to ensure they deliver a consistent service. Really importantly, it's free to join! The scheme enables you to:

Book tickets online, including wheelchair positions and the best-accessible seats.

Receive information on forthcoming Access Performances.

Receive pre-visit emails with lots of information that will enable a smoother theatre experience for you.

Make the most of an ATG Theatre Card Membership with priority booking online for accessible seating.

Which means, it enables us to:

Deliver red carpet customer service for you, both when buying your ticket and when you visit our venue.

Deliver a scheme carefully designed in partnership with ATG Customer Focus Groups, an Access Consultant and Disability Organisations

Make sure our Front of House teams have the right information, ensuring they can deliver excellent service to you.

Process orders faster, with you only needing to provide details of your requirements once.

How to Join

Join the ATG Access Membership Scheme by downloading the standard ATG Access Membership form or download the Groups Access Membership Registration form from atgtickets.com/access

Alternatively, visit one of our Box Offices to register or call our customer contact centre on 020 7206 1183.

When joining you will be asked a few questions to let us know about any access requirements, this makes it easier for us to provide you with a better service.

We hope that this guide has been a useful resource for you, and we look forward to welcoming you to the Piccadilly Theatre in the near future!

