

The Duke of York's Theatre strives to be accessible to everyone. This guide details the provisions we have made and things to consider if you have specific requirements when visiting our venue.

### **Booking Information**

ATG have a dedicated Access Booking Line for all of their theatres: 0844 871 7677 (*calls cost 7p per minute plus your phone company's access charge*)

Alternatively you can visit our Box Office in person.

### **Box Office Opening Hours**

10am – 6pm (Monday to Saturday)

*(Opening hours may vary depending on the current production)*

### **Access Champions**

The Duke of York's Theatre has dedicated Access Champions. They are happy to answer any questions you may have regarding your visit and are contactable at the following e-mail address:

[doyfoh@theambassadors.com](mailto:doyfoh@theambassadors.com)

### **Venue Access Information**

The Duke of York's Theatre Entrance is on street level where the box office, cloakroom, main foyer area (including bar) and access toilet are located.

### **Stalls**

There are 24 steps down to the Stalls. This level has a bar and gentlemen toilets (additional steps). There are no additional steps to any of the seats in the stalls.

### **Royal Circle**

The Royal Circle is on street level. This level has a bar with a lowered surface to allow easier use of and service to, wheelchair users and people of short stature. This level also has ladies toilets (two additional steps), accessible toilet and cloakroom. Depending on the row you may have up to an additional 4 steps up or down to your seat.

### **Upper Circle**

There are 24 steps up to the Upper Circle. This level has a bar, gentlemen and ladies toilets. Depending on the row you may have up to an additional 6 steps down to your seat.

### **Wheelchair Access**

Wheelchair access to the auditorium is provided in the Royal Circle. There are two wheelchair spaces with an accompanying companion seat. Alternatively, the patron can transfer into a designated transfer seat in the Royal Circle (level access), while the wheelchair remains in the foyer with front of house staff. Please note that when sitting in the wheelchair spaces there is a restricted view but when using a seat transfer there is a clear view of the stage. Due to the listed status of the theatre, the auditorium can accommodate a maximum of two wheelchairs per performance.

### **Wheelchair Space Measurements**

Royal Circle Right (when looking at the stage): 85.5cm / 33 ¾ inches wide.

Royal Circle Left (when looking at the stage): 91cm / 35 ¾ inches wide.

### **Ordertorium - At Your Seat Service**

The Duke of York's has an 'at your seat' service which allows you to order snacks, drinks and programmes without leaving your seat. For more information, speak to a member of staff on arrival or download the ATG app to your mobile device.

## **Parking**

There are three disabled parking bays on St. Martin's Lane (disabled badge holders only, at any time).

Alternatively you can take advantage of the Q-Park scheme. Visit any of the surrounding Q-Park parking facilities and receive 50% off your parking when you bring your ticket to the theatre to be validated. The nearest Q-Park facilities are located in Leicester Square, China Town, Soho and Trafalgar Square.

## **Audio Impairment Services**

The Duke of York's Theatre has a sound amplification system called *MobileConnect*.

*MobileConnect* is a new system from Sennheiser which operates on WiFi signal. You can use a venue device to connect to the signal or alternatively, download the *MobileConnect* app to your own smartphone or apple device. If you would like to use *MobileConnect*, please speak to a member of staff when you arrive at the theatre.

## **Guide and Assistance Dogs**

The venue can accommodate two guide/assistance dogs per performance inside the auditorium providing you have an aisle seat. Alternatively the dog can be left in the care of the Front of House team during the performance.

## **Visual Story**

Our visual story is a resource intended to help prepare visitors for a new experience for a new experience and to help them become familiar with the surroundings.

The story comes in two formats and is available on request.

## **Access Performances**

The Duke of York's endeavours to include the following in its programming:

- Captioned performances
- BSL interpreted / signed performances
- Audio described performances
- Relaxed performances
- Touch tours
- Orientation visits

For further information on upcoming performances of this nature please contact the venue directly.



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