

Large Print version



New Theatre Access Guide for Disabled Visitors

Braille, audio tape and CD versions also
available

Call 029 2087 8887 or fax 029 2087 8788

www.newtheatrecardiff.co.uk/access

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The New Theatre

The New Theatre is a large-scale Edwardian theatre serving Cardiff and its surrounding population with a wide range of high quality entertainment all year round. It is committed to access for all.

Situated in the heart of the city centre on the corner of Park Place and Greyfriars Road, the New Theatre is the city's oldest surviving theatre and has seats for around 1100 people. Funded by city of Cardiff Council, it brings the best in drama, opera, dance, musicals and comedy to South Wales.

How To Book and Collect Tickets

You can book tickets in advance by phone, fax and in person from 10am to 6pm Monday to Saturday (and until 8pm on performance nights). Staff are happy to help with individual needs.

The Box Office is on the ground floor directly opposite the main swing doors. Tickets can be collected here on the night and in advance. All reservations should be paid within three days of booking by cash or card (MasterCard, Visa and Maestro). There are two counters, one is 110cm high and one is 75cm high. There is an Induction loop system at the lower Box Office counter which is suitable for customers with a 'T' setting on their hearing aids.

We also offer sales via online bookings, though wheelchair positions, seats on row V of the Stalls, Boxes and some discounts are not available via this method. For these seats and discounts, please call the Box Office.

Opening Times

The theatre is open from 10am to 6pm on non-performance days or until the end of the evening performances. The Stalls bar is open after the show on performance nights. You can take your seat in the auditorium from approximately 30 minutes before the start of performance or earlier by arrangement with the Front of House team to avoid queues.

The theatre cloakroom opens 45 minutes before the performance. There is a charge for each item held. The cloakroom is on the basement level and is accessible by stairs only. Our Front of House team is happy to take coats for disabled customers.

Discounts

As part of our commitment to access for all, there are standard discounts for disabled people, people over 60, students and claimants at most New Theatre performances. Every disabled person can also bring a companion with the same low-price ticket. Prices vary according to shows.

We subscribe to Hynt and so offer free seats for Personal Assistants / Carers to attend with qualifying disabled people. Full details and application forms are available from our Box Office or direct from the Hynt website:

<http://www.hynt.co.uk>



Getting to and from the New Theatre

Drop Off Point

The main entrance can be reached from Park Place and Greyfriars Road. There is flat access with drop off points on both streets within metres of the main entrance and Stage Door entrance.

Buses

For information, call the Travel Line on 0871 200 22 33. There is a row of bus stops on Greyfriars Road.

Trains

For information, call National Rail Enquiries on 0845 748 49 50 or textphone 0845 60 50 600. Queen Street station is approximately 500 metres from the theatre.

Parking

There are several NCP car parks near the theatre with disabled persons' parking bays and lifts to all levels. Please note the NCP on Greyfriars Road (opposite the theatre) does not have a level access to the street and therefore may not be suitable for all disabled patrons. For information call NCP on 0845 050 7080 or visit www.ncp.co.uk. The closest blue badge holder spaces to the theatre are on Park Place and Windsor Place. Blue-badge holders may also use any pay and display space free of charge. For more information call Connect to Cardiff on 029 2087 2087.

Taxis

Disabled customers can request taxis at the Front of House Management office on the ground level.

Wheelchair Loan Service

Two manual wheelchairs are available for loan at performances. To reserve in advance, please call Front of House management on 029 2087 8790.

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Finding your way around

The three sets of main entrance doors with level access are on the corner of Park Place and Greyfriars Road. Of the three sets of doors that form the entrance to the theatre foyer, the doors which are on the far right as you approach the theatre are automatic and will swing inwardly when approached.

Wheelchair users are also welcome to use the level access stage door entrance with its drop off point on Greyfriars Road.

The auditorium features three levels: the Stalls, Circle and Upper Circle. There are two staircases reaching all floors. All floors are carpeted apart from the foyer area which is wooden. There is also a dedicated passenger lift (see page 13)

There is a standard evacuation plan to ensure all disabled visitors' safety in the event of an emergency. This is available on request from Stage Door or by calling 029 2087 8790.

The Auditorium

The auditorium features three levels.

The Stalls (ground floor)

The Stalls has level access with 4 steps to seats from Door B (nearest the Box Office) or 7 shallow steps to seats nearest the stage from Door A, next to the sales point. Door A also has a wheelchair lift to the front Stalls seats for wheelchair users who have booked one of the two designated spaces at the front of the auditorium (see page 10 for important information on these positions). At the rear there are four wheelchair spaces. On this level, you will find a bar, the box office, sales points and a fully accessible toilet.

The Circle (first floor)

The central spiral staircase directly in front of the Box Office leads to the Circle and Upper Circle. The rear staircase near the Front of House Management office (ground floor) has 13 steps which are more equally spaced. Both staircases have handrails. On the first floor, there is a bar, foyer, seating areas and toilets however the only fully accessible toilet is on the ground level.

There is also a passenger lift available to access this seating area. Please see page 13 for more information. We recommend booking seat numbers 17 and higher if you are using our passenger lift as these are closest to the lift itself.

The Upper Circle (second floor)

The Upper Circle is accessible by stairs and the passenger lift (see page 13 for more information). The main spiral staircase next to the entrance doors takes you up 40 carpeted steps to the Foyer. This area also has a bar, seating area, toilets and a sales point.

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We recommend booking rows A-D and seat numbers 18 and higher if you are using our passenger lift as these are closest to the lift itself.

Both staircases on either side of the Upper Circle have handrails. The toilets on this level are not fully accessible. There is an accessible toilet on the ground level.

Accessible Seating

See also our Dedicated Passenger Lift information (page 13).

The Stalls (ground floor)

The New Theatre has five rear Stalls wheelchair positions with level access from street level through two sets of swing doors. These are suitable for users of all types of wheelchairs. These wheelchair spaces are on row V – the row furthest from the stage and closest to the entrance. Due to the overhang of the Circle, the upper part of the stage will not be visible from row V.

There are steps to all other rows where there are two wheelchair spaces available closer to the stage for most performances. These spaces are available for patrons able to transfer without our assistance into a stair-climbing wheelchair in the event of an evacuation. They are only suitable for users of manual wheelchairs. We can supply these for patrons attending in electric wheelchairs who have booked these positions. Please speak to Box Office about your requirements.

If you are a wheelchair user who would prefer to transfer into one of our regular seats to watch the show, please call our Front of House office on 029 2087 8790 before finalising your booking.

From this entrance (Door A) once inside the auditorium there is level access for all rows except row V.

The Circle

The main spiral staircase in the foyer reaches Bar level in 20 steps.

All Circle seats are reached by steps in the auditorium with the rows nearest the stage requiring fewer steps from the two entrances. Our staff can offer guidance when booking and on arrival to make your visit as simple as possible.

For seats numbered 1 to 16 (Door C)

Use the door near the Circle Bar (6 steps down the auditorium level) or via the back staircase near the Front of House Management office (13 steps).

For seats numbered 17 to 32 (Door D)

Use the door directly ahead of the spiral staircase on the Circle level. All these entrance doors into the auditorium have steps reached along a corridor.

Rows G to M are also accessible by the spiral staircase (an additional 20 steps from the Circle level). This is not recommended for mobility impaired theatergoers.

We have a single wheelchair position sited on row M.

The Upper Circle

For all Upper Circle seats take the spiral staircase (40 steps from the main foyer) and use Door F next to the Upper Circle bar which is reached by 3 further steps. Handrails are in position on both sets of stairs as rows B-F are accessible only via further steps.

Boxes

To reach **Boxes B and C** take the staircase opposite the Front of House Management office and the 5 steps down to the auditorium entrance.

For **Boxes D and E** take the entrance nearest the Upper Circle bar which is reached by 3 steps from the Upper Circle foyer.

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To reach **Boxes G and H** ascend the spiral staircase and take the entrance immediately in front of you on the Circle level (Door D). Follow the long corridor until you reach the appropriate entrance (11 steps on this route on the Circle level).

Boxes G and H can each accommodate a wheelchair user and are accessible via our dedicated passenger lift. Please note that a wheelchair in either Box can restrict space for other Box users. Please advise Box Office when booking if you require a wheelchair user to access one of these Boxes.

To reach **Boxes I and J** take the entrance nearest the spiral staircase from the Upper Circle (Door E)

Dedicated Passenger Lift

The passenger lift is for wheelchair users who have purchased tickets in Box G, Box H or on row M of the Circle. Other theatregoers who have difficulty with stairs are welcome to use it also. We ask that theatregoers who are comfortable using the stairs continue to do so to prevent delays to the start of the performance. If you are intending to use the lift, please arrive early as there may be a small queue.

To access the lift, use door B in the Stalls bar and advise the staff member checking tickets that you require the lift. Another staff member will then come with you to the lift and take you to the level required. Please note that the lift is staff operated only.

You will be able to access the Circle bar area in your wheelchair during the interval. You may need to use the lift again to avoid stairs. Please discuss with the lift operator when you arrive. We are sorry but the Upper Circle bar cannot be reached without using stairs.

Though it is our intention to provide a disabled persons' toilet on the higher levels in the future, currently our only disabled persons' toilet is in the Stalls bar. Please press the call button by the lift and a staff member will be with you shortly should you need to access the toilet during the show.

If we need to evacuate the building then we will admit only wheelchair users in the designated positions to the lift. Other theatregoers are asked to use the stairs to enable a quick and safe evacuation. Therefore people who are not wheelchair users and who cannot manage the stairs if there is an evacuation should not purchase tickets in the

Circle, Upper Circle or Boxes. A full range of prices is available at Stalls (ground floor) level.

The passenger lift can accommodate manual or powered wheelchairs which are no larger than 840mm wide by 1150mm in length. We have a supply of manual wheelchairs into which you are welcome to transfer to use the lift if your own chair is too large. These can be pre-booked by contacting us in advance (see below). If you are unable to transfer into a manual wheelchair, we are sorry but ask that you book one of our Stalls row V positions which are most suitable for users of larger wheelchairs.

If you would like to try out our lift in advance of your visit please contact us to make an appointment.

Facilities for Blind and Visually Impaired People

We offer Audio Described performances with seats reserved at the front of the Stalls for visually impaired people. Our staff can bring interval drinks to the seats of visually impaired and blind people at the interval on request. Please speak to a staff member before the show begins.

Audio Described performances

Audio Described performances are available for several productions each season, usually matinees. They can be booked by calling 029 2087 8889. Reduced price tickets are available in the front Stalls for each visually impaired visitor and one companion. Visually impaired people may be entitled to a free or heavily discounted ticket for their Personal Assistant / Carer. Please speak to Box Office before booking your tickets.

Audio description is a live commentary given by a trained describer, interspersed with the actors' dialogue. Description is relayed via discreet headsets linked to the infrared audio system. Headsets are available from the box office and front of house management office on arrival. The description starts 15 minutes before the performance with details of the set, scenery, characters and forthcoming audio descriptions.

When booking for an Audio Described performance, please indicate your preferred seats and the number of headsets you require. Please note that a returnable £5 deposit is required.

We are sorry but the signal for Audio Described performances does not reach row V of the Stalls.

Free cast lists in large print and Braille and pre-production notes are available for a small number of productions on request in advance.

Guide Dogs

Guide dogs are welcome in the theatre. We can offer seats on the end of a row to make your visit easy on request when you book. Guide dogs can be cared for by staff during your visit on request. Please arrange this in advance by phoning Front of House Management office on 029 2087 8790. Please ask for information on special effects that might affect the comfort of your dog during the performance.

Audio Described Performances List

Forthcoming Audio Described performances are detailed in our season brochure on relevant production pages and on the Access page of our website.

Facilities for Deaf and Hearing Impaired People

Hearing Enhancement & Headsets

To enhance enjoyment for people who are hearing impaired, an Infrared audio system is available throughout the auditorium. Headsets are available for anyone who is hearing impaired or wishes to use the audio description service available for certain performances.

There are two different types of headsets available. The first requires hearing aids to be removed as it fits into the ears. There are three settings giving amplified sound in one or both ears or providing audio description of the performance in one ear.

Alternatively there is a headset that is placed around the neck and requires hearing aids to be switched to the 'T' setting. Please note this type of headset is not always compatible with newer models of hearing aids.

Advance booking of headsets is recommended on 029 2087 8790. Headsets can be collected before the performance from the Front of House office in the Stalls bar area. Please note that a returnable £5 deposit is required.

We are sorry but the signal for headsets does not reach row V of the Stalls

For people who use hearing aids

An induction loop system service is available at the right hand counter of the Box Office for bookings and customer enquiries. Please note there is not an induction loop in the auditorium (see options above).

Hearing Dogs

Hearing dogs are welcome in the theatre. We can offer seats on the end of a row on request when you book. Hearing dogs can be cared for by staff during your visit on request. Please arrange this in advance by phoning Front of House Management office on 029 2087 8790. Please ask for information on special effects that might affect the comfort of your dog during the performance.

British Sign Language Interpreted Performances

The New Theatre is a member of SPIT (Signed Performance in Theatre).

The New Theatre offers British Sign Language Interpreted performances for several shows each season. In an interpreted performance, our registered qualified British Sign Language interpreter stands to one side of the stage, interpreting the text into British Sign Language alongside the live performance.

For these performances a block of reduced price front Stalls seats is reserved for Deaf people to ensure a good view of the interpreter. Please call 029 2087 8889 to book stating that you will be using this service.

Captioned Performances

The New Theatre offers Captioned Performances for several productions throughout the year. Captioning converts the spoken word into text that provides people with hearing loss with access to live performance. In captioning the words appear on a screen at the same time as they are sung or spoken. Captions also include sound effects and offstage noises. Reduced price seats at the front of the Stalls are set aside for captioned Performances. Please call 029 2087 8889 to book stating that you will be using this service.

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British Sign Language Interpreted and Captioned Performances List

Forthcoming BSL interpreted and captioned performances are detailed in our season brochure on relevant production pages and on the Access page of our website.

Information for Autistic People

Your visit

The auditorium will be open approximately 30 minutes prior to the start of the show. The bar will be open at this time and there are foyer areas on each level of the theatre where you can wait. These areas may get crowded at this time. Tickets are required for entry into the theatre and will need to be shown to Front of House staff who will direct you to your allocated seats. The row and seat number will be printed on the ticket. If you would like to go to your seat before everyone else does, please ask a member of staff who will arrange this for you.

The Performance

Before the performance begins there will be people walking in and out of the auditorium looking for their seats. There may be some music playing and an announcement may be made to the audience. Just before the performance begins, the lights will be dimmed in the auditorium. The curtain will be raised and the audience sit quietly for the action to begin. There may be laughter or clapping during the performance.

There is usually an interval about half way through the performance. The audience claps and the safety curtain will be lowered. The lights come on and people have the option to go into the foyer areas for refreshments or to use the toilet. The interval will last around 20 minutes and there will be an announcement advising people to take their seats for the second act. The lights are dimmed once more and the curtain will be raised.

At the end of the performance the audience claps, the curtain will be lowered and the lights will go on again. It can take a few minutes for the audience to filter out of the auditorium and there can be large crowds at this point.

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Please note that some performances contain strobe lighting, loud bangs such as gun shots, loud music and flashing lights. Please check with Box Office when you book tickets whether the show contains these elements. There will also be signs on the doors to advise people of this prior to entry.

Relaxed Performances

The New Theatre is beginning a programme of Relaxed Performances for people with autism, learning disabilities and sensory and communication disorders. Please ask at Box Office for details.

Other Facilities

Our commitment to serve you

For any assistance during your visit, please ask our friendly staff. As part of our commitment to access for all, all staff receive basic disability awareness training.

We welcome feedback on our customer service. During your visit, please contact the Duty Manager with any special requirements and to pass on your comments. Please raise any problems during your visit as you encounter them. We will do our best to resolve them there and then to your satisfaction.

Foyers

Various tables and seats are available on all levels. Most accessible is the ground floor level with its bar seating area and sales point. Drinks and some light snacks are available. Drinks can be pre-ordered to avoid queues during intervals and after shows. Where possible, bar tariffs are provided in large print. Please let us know in advance if this service is required. Programmes and merchandise are also available on this level.

Telephones

Wheelchair users are welcome to use the house management phone on ground level. Please contact the duty manager who can arrange taxis.

How to contact us

The New Theatre, Park Place, Cardiff, CF10 3LN

Your comments and suggestions are welcome at:

Theatre Manager's Office

Tel 029 2087 8787

Fax 029 2087 8788

Front of House Management

Tel 029 2087 8790

Fax 029 2087 8788

Box Office

Tel 029 2087 8889

Fax 029 2087 8879

Monday to Saturday 10am to 6pm (and until 8pm on performance nights)

Catering

Tel 029 2087 8790

Email

ntmailings@cardiff.gov.uk

For St David's Hall's access guide:

029 2087 8542 (phone) or 029 2087 8546 (fax)

Our thanks for assistance in producing this guide to:

- New Theatre and St David's Hall Access Development Group
- New Theatre and St David's Hall staff
- Disability Arts Cymru
- Carers Wales
- Disability Wales
- Mencap

New Theatre Access Guide

www.newtheatrecardiff.co.uk

- MIND Cymru
- RNIB Cymru

Disclaimer:

The facilities described and information contained in this brochure are correct at the time of print. For up-to-the-minute developments, contact the New Theatre or visit www.newtheatrecardiff.co.uk/access

The New Theatre is owned, managed and funded by City of Cardiff Council.