

New Theatre Dedicated Lift Information

We are delighted to announce that the New Theatre now has a lift for disabled theatregoers to utilise parts of the theatre which were previously inaccessible or reachable only with difficulty.

Who is the lift for?

The 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.

How do I use the lift?

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, take you to the required level and check if you will need to use it again at the interval. Please note that the lift is staff operated only until after the show has ended.

Can I access the higher level bar areas in my wheelchair?

Yes, you will be able to use 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.

Is there a disabled person's toilet on the higher levels?

Though it is our intention to provide this facility in the future, currently our only disabled person's 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.

What if the emergency alarm goes off?

If we need to evacuate the building then we will admit only wheelchair users 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.

Where are the new wheelchair positions?

We have created 3 new opportunities for wheelchair users by installing this lift. There is one on row M of the Circle and one each in Boxes G and H. Please note that a wheelchair in the Boxes will limit the space available to other people in the Box. Including the existing Stalls wheelchair positions we now have room for 9 wheelchair users at each performance. Wheelchair positions can be booked via the Box Office by calling 029 20867 8889 (for technical reasons they are not available via online sales).

What type of wheelchairs can be accommodated in the lift?

We 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.

Can I come and try the lift beforehand to see if it is suitable for me?

Yes, if you would like to try out our lift please contact us to make an appointment.

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