

Large Print version



New Theatre Access Guide

**Braille, audio tape, CD and floppy disc versions
also available**

Call 029 2087 8887 or fax 029 2087 8880

www.newtheatrecardiff.co.uk/access

Contents

The New Theatre	2
How to book and collect tickets	3
Finding your way around	3
Getting to and from the New Theatre	4
The Auditorium	5
Accessible seating	6 - 8
Facilities for Blind and Visually Impaired People	8 - 10
Facilities for Deaf and Hard of Hearing People	11 - 12
Other facilities/	13 - 15
How to contact us	

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 largest theatre, with seats for around 1100 people. Funded by 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 cheque, cash or card (Mastercard, Visa, Delta and Switch). 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.

Discounts

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

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. When exiting there is a button with a wheelchair user symbol on it that needs to be pressed before the doors will open. When pressed the doors will open towards the user. Both doors opened together are wide enough for wheelchair access.

New Theatre Access Guide

www.newtheatrecardiff.co.uk

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 currently no passenger lift. There is an evacuation procedure to ensure all patrons' safety in the event of an emergency.

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

New Theatre Access Guide

www.newtheatrecardiff.co.uk

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

One wheelchair is available for loan at performances. To reserve in advance, please call Front of House management on 029 2087 7890.

The Auditorium

The auditorium features three levels. There are two staircases reaching all floors.

The Stalls (ground floor)

The Stalls has level access with 4 steps to seats from the door nearest the Box Office or 7 shallow steps to seats nearest the stage from the door near the sales point. There is a wheelchair lift to the front stalls seats for wheelchair users (Please note – this is for the use of patrons who have booked one of the two wheelchair spaces at the front of the auditorium). At the rear there are four designated 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 rails. On the first floor, there

New Theatre Access Guide

www.newtheatreCardiff.co.uk

is a bar, foyer, seating areas and toilets however the only fully accessible toilet is on the ground level.

The Upper Circle (second floor)

The Upper Circle is accessible by stairs only. The rear staircase near the Front of House Management office (ground floor) has 13 more equally spaced steps, leading to the Circle only. This staircase is an accessible fire safe route. The main spiral staircase next to the main entrance doors takes you up to 40 carpeted steps to the Foyer. This area also has a bar, seating area, toilets and a sales point.

Both staircases have rails. The toilets on this level are not fully accessible. There is an accessible toilet on the ground level.

Opening Times

The theatre is open from 10am to 6pm on non-performance days or until the end of the evening performances. The bars remain open until 11pm 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 staff 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.

Accessible Seating

The Stalls (ground floor)

Dogs for Disabled People

We welcome assistance dogs. For in-depth information, please see the Guide Dogs and Hearing Dogs sections.

Stalls Seating

The New Theatre has four 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.

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 lift 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.

Circle and Upper Circle

Circle Seating

Both staircases reach rows A to F (20 steps).

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

New Theatre Access Guide

www.newtheatrecardiff.co.uk

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.

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 (40 steps) from the Upper Circle level.

Upper Circle**Upper Circle Seating (Door F)**

For **rows A to H** and **Box D and E** take the entrance nearest the Upper Circle bar which is reached by 3 steps from the Upper Circle foyer. For rows G and M take the entrance nearest the spiral staircase.

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.

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

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

Facilities for Visually Impaired People

We offer audio described performances with seats reserved at the front of the stall 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 note we are unable to allow alcoholic drinks into the auditorium.

Guide dogs

Guide dogs are welcome in the theatre. We can offer seats on the end of a row to make your visit easy. Guide dogs can be cared for by staff during your visit on request. Please arrange this in advance by phoning the Front of House Management office on 029 2087 8790.

Please ask for information on any special effects that might affect the comfort of your dog during the production.

Audio described performances

Audio described performances are available for several productions each season, usually matinees. Reduced price tickets are available for each visually impaired visitor and one companion.

Audio description is a live commentary given by trained describers, 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

New Theatre Access Guide

www.newtheatrecardiff.co.uk

headsets you require. Please note that a £5 deposit is required.

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

Facilities for Deaf and Hard of Hearing People

Hearing Enhancement & Headsets

To enhance enjoyment for people who are hard of hearing, an Infrared audio system is available throughout the auditorium. Headsets are available for anyone who is hard of hearing 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 performances from the Box Office and Front of House office. Please note that a £5 deposit is required.

For people who use hearing aids

To use the induction loop system, switch your setting to 'T'. This service is available inside the auditorium and at the right hand counter of the box office.

New Theatre Access Guide

www.newtheatreCardiff.co.uk

Free mailing list for audio described performances

For this free service, contact Marketing Department, New Theatre, Park Place, Cardiff, CF10 3LN. Alternatively telephone 029 2087 8887, fax 029 2087 8880 or view the website. Please quote your preferred format – large print, tape, CD, email or Braille – with your contact details. Forthcoming described performances are also detailed in the season brochure on each relevant production page and on our website.

Facilities for Deaf and Hard of Hearing People

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

Hearing Dogs

Hearing 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. 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.

Sign Language Interpreted Performances

The New Theatre offers British Sign Language Interpreted Performances for several productions each season. For these performances a block of seats near the front on the ground floor level is reserved for Deaf people to ensure a good view of the interpreter.

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.

Captioned Performances

The New Theatre offers Captioned Performances for several productions each 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.

New Theatre Access Guide

www.newtheatrecardiff.co.uk

Scripts

The New Theatre operates a script lending service for people who would like to read the play text before attending a performance. This service can be booked in advance subject to availability. Contact New Theatre Marketing for this service on 029 2087 8887 (phone) or 029 2087 8880 (fax).

Sign Language Interpreted Performance Mailing List

For this free service, contact New Theatre Marketing, Park Place, Cardiff, CF10 3LN, quoting your contact details. Alternatively fax 029 2087 8788. Forthcoming interpreted performances are also detailed in the season brochure on relevant production pages and on our website.

Information for Autistic People

Booking Tickets

Tickets can be booked from the New Theatre in advance of your visit in a variety of ways; in person at the Box Office (which is in the foyer of the New Theatre), on the telephone (029 2087 8889) or online at www.newtheatrecardiff.co.uk. The tickets can be posted to your house or you can collect from the Box Office.

If you have specific requirements about your seats such as sitting on the end of the row, near the back, near the doors etc you will need to tell the Box Office at point of booking.

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.

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.

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.

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

New Theatre Access Guide

www.newtheatrecardiff.co.uk

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 corporate hospitality

Tel 029 2087 8790

Online

www.newtheatreCardiff.co.uk

For St David's Hall's access guide:

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

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
- MIND Cymru
- RNIB Cymru
- Cardiff Initiative for the location map

Disclaimer:

The facilities described and information contained in this brochure are correct at the time of print. For up-to-the-

New Theatre Access Guide

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minute developments, contact the New Theatre or check out www.newtheatreCardiff.co.uk/access

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