



TRAFALGAR
THEATRE

We hope this visual guide prepares you for your trip to our Theatre.

We wish to show you what our building looks like, who you might meet and what you might experience during your visit.

GETTING HERE

Trafalgar Theatre is in Central London.

Both plays and musicals are performed here and both children and adults come to watch them.

The theatre is in an area of London called 'the West End'.

There are lots of theatres around here and it can be quite busy.

This map shows where you can find us.



There are many ways to travel around London. You may arrive by train, taxi or bus.



The closest train stations to the Trafalgar Studios are Charing Cross Station (4 min walk) and Waterloo Station (17 min walk via the Golden Jubilee Bridge).

The closest tube stations are Charing Cross (1 min walk), then Leicester Square (8 min walk) and Westminster (9 min walk).



There are also few underground car parks near the venue. See below:



Q-Park Trafalgar, right next to Trafalgar Square (Spring Gardens, St. James's, London SW1A 2TS) Tel 0870 442 0104 and website q-park.co.uk

Q-Park Leicester Square, next to Leicester Square (39-41 Whitcomb St, London WC2H 7DT) Tel 0870 442 0104 and website q-park.co.uk

Titan Car Park, next to Leicester Square (39-41 Whitcomb St, London WC2H 7DT) Tel 020 7839 5858 and website titanparking.co.uk

There are some accessible parking spaces around the Trafalgar Square too. The closest one to the venue is on Spring Gardens. You can see all the access parking on blubadgепarking.com.

There are many famous London sights near Trafalgar Studios. For instance, you may see this statue on your way. It is called 'Nelson's Column' and is found in Trafalgar Square.



The road in the photo below is called Whitehall. This is the road that the theatre is on.

**The pavement in front of the entrance of the venue is raised by 2 steps.
You can find a flat pavement on Spring Gardens, the street parallel to Whitehall.**



This is the front of the theatre - WELCOME!



WHEN YOU GET HERE

A member of staff will be on the doors to greet you and tell you where to go. They will be wearing a uniform like in the photo below and will have a name badge.

If you do not already have your tickets, you will need to collect them from our Box Office. You will see the Box Office to the left of you as you come into the foyer. There may be a queue if it is busy.



YOUR TICKET

Your theatre ticket will be emailed to you.

It will have the show name, and the date and start time you of the show you will see.

The ticket will also have QR code. Our ushers will scan this before letting you in to the Theatre. Your ticket will say where you are seated inside the auditorium. This will be in either the Stalls or the Dress Circle.

Once inside the auditorium, the letter shows you which row your seat is in. The number then tells you which seat in that row is yours.

WHILE YOU ARE HERE

Once you have your ticket, you can explore the theatre...

Have your ticket ready for our staff to check it. They will tell you where to go and answer any questions you have. You can also buy a programme from them.

We have 2 different bars for you to grab a drink or a snack before the show: the Foyer Bar and the Stalls Bar. Here you can see our staff at both bars, ready to serve you!



OUR CLOAKROOM

Here you can buy show merchandise and a programme which will give you more information about the show you are seeing.

If you have any large coats or bags, you may want to leave them here at the Cloakroom. We will keep them safe until you are ready to collect them at the end of your visit.





OUR KIOSK

If you are seated in the Dress Circle, you will find a Kiosk on the left hand side of the auditorium. You can buy some merchandise and programmes here as well as sweets and selected drinks.



HEARING ENHANCEMENT DEVICES

Trafalgar Theatre is equipped with both Radio and Mobile Hearing Enhancement Systems.

There are two devices available:

Induction Loop Necklace

Suitable for persons wearing a hearing aid, the induction loop necklace is worn around the neck. Whilst wearing the necklace switch your hearing aid to the 'T' setting and the sound is amplified. The necklace has an adjustable volume control.

Headset

Suitable for persons without a hearing aid, this device amplifies sound through earphones similar to regular headphones. The headset also has an adjustable volume control.

We are equipped with a Sennheiser MobileConnect WiFi sound amplification system. MobileConnect uses WiFi to deliver superior quality audio to a smart device such as an iPod or iPhone, either through headphones or via a necklace for hearing aid users. Devices can be booked via the box office in advance, borrowed on the day, or alternatively patrons can download the Sennheiser MobileConnect app and use their own device.

**If you wish to use a Hearing Enhancement headset,
you can pick one up at the Kiosk.**

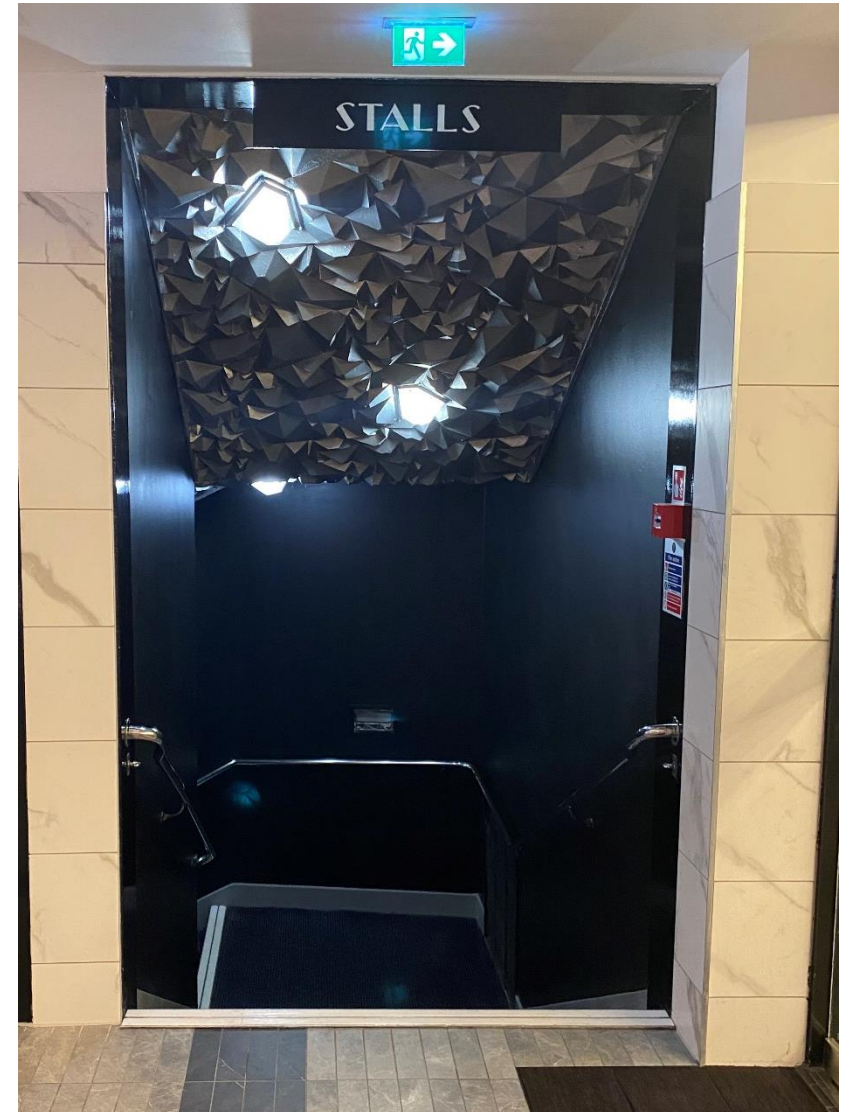
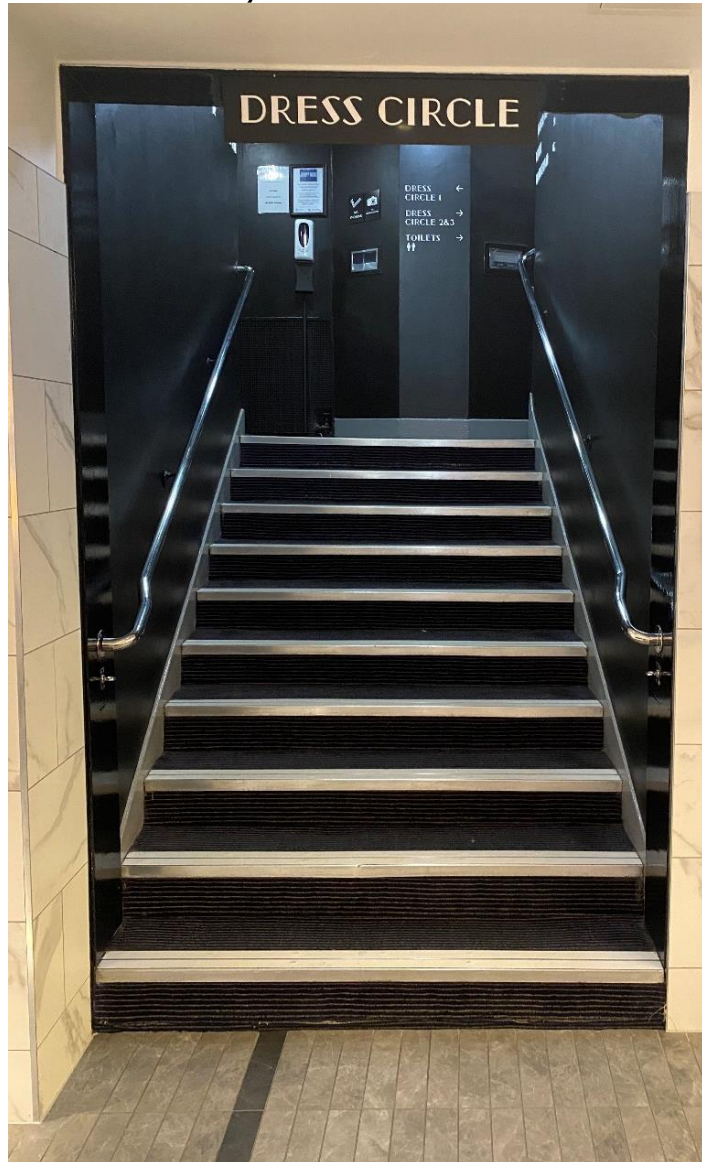
Our staff will show you how to use it.

**We currently offer Infra-Red and Mobile Connect
devices.**



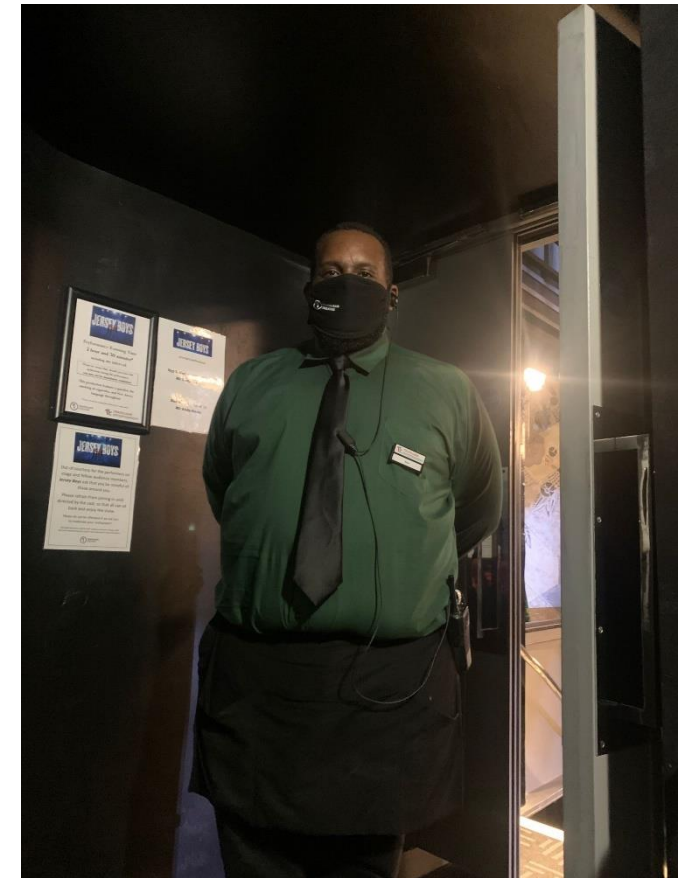
GETTING TO YOUR SEATS

If your seats are located in the Stalls, you can access them downstairs.
If your seats are located in the Dress Circle, you can access them upstairs.



DRESS CIRCLE

When it is time to find your seats, the doors will be opened, and staff will be on hand to point you in the right direction. The entrances to the Dress Circle look something like this:



The inside of the theatre where the seats are, is called the auditorium. It is big and there are lots of seats where the audience will sit. This is the Dress Circle:



STALLS

If you are seated in the Stalls, you will find the entrance at the bottom of the stairs and to the right and straight ahead. The entrances to the Stalls look something like this:



This is the Stalls:



IF YOU NEED ASSISTANCE

**If you are unable to use the stairs during your visit, let a member of staff know when you first arrive.
The following pictures show the lift from the Foyer down to the Stalls Bar.**

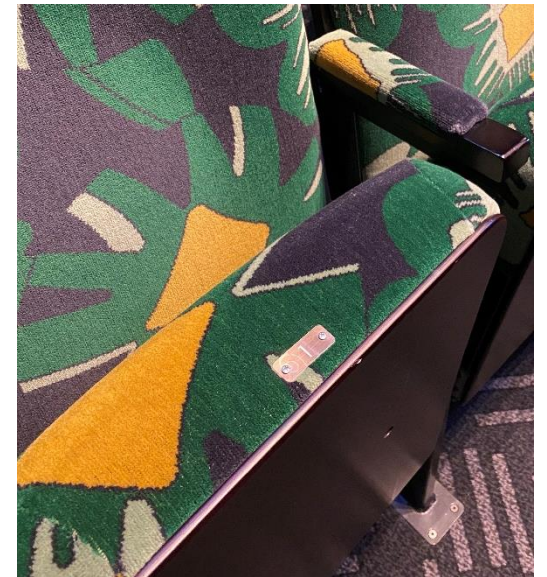


INSIDE THE AUDITORIUM

When you come into the auditorium, an usher will look at your tickets and tell you where your seats are. The numbers and letters on your tickets will tell you exactly where you have to sit. It is not a choice.



You will find a letter at the end of each row and numbers on the seats. They will correspond to the seat letter and number on your ticket. This way, you can find your own seat.



When you get to your seat, you can sit down and relax. There may be lots of other people sitting near you. It might be noisy. People will be excited to watch the show, as you may be too.

TOILETS

There are men's and women's toilets both upstairs at the Dress Circle level and downstairs in the Stalls Bar. There is an accessible toilet in the Stalls Bar. If you need to use the accessible toilet, let a member of staff know as it needs to be unlocked.

You can also find further female toilets on the Upper Level above the Dress Circle level.

Look for signs like these or ask a member of staff if you are unsure where to go.



IMPORTANT INFORMATION



You will need to turn off mobile phones and electronic devices so that they do not make a noise during the show.

You are not allowed to take any photos.

Please refrain from using your phone during the show.

When the show is starting, the main lights will dim, and the auditorium will get darker. Everyone will try to be quiet. You will need to be quiet throughout the show and sit still and concentrate so that you can hear everything.

Some people might still make a little bit of noise. This is nothing to be worried about.

When the show starts, people - known as actors - will come onto the stage and start to tell a story. They may be speaking, singing or dancing. Stage lights may turn on and be bright and music may be loud. You can put your hands over your ears if you like.

Other audience members near you may laugh or cry if they find the show happy or sad. You may feel happy or sad or wish to laugh or cry as well - that is okay.



People may clap at the end of songs or speeches. This is to show the actors on stage that you are enjoying it. You can clap too if you like.



LEAVING THE AUDITORIUM DURING THE SHOW

If you would like to take some time out, then you can leave the auditorium and relax. There are TV screens for you to watch the show so you do not miss anything. Just ask a member of our staff.

Please be aware that you may not be able to come back into the auditorium if you leave during the show.

If you have a medical condition and need to leave the auditorium urgently or regularly, please talk to a member of our Front of House staff before the show in order to verify if an exception can be made for you.



THE INTERVAL

Jersey Boys has a break halfway through. We call this an 'interval'. It normally lasts around twenty minutes. When it is time for the interval, the actors usually leave the stage and the lights will come back on.

During the interval, some people in the audience may leave their seats to go to the toilet or get a drink or snack from the bar. You are welcome to do that too if you like.

We often have new drink and snacks choices and deals. Do ask us about them!

You can also order selected drinks and snacks to your seat by using the QR code on the seat in front of you



Enjoying an ice cream during the interval is a popular choice for theatre-goers!

Staff will announce when the interval is finishing, and people will head back into the auditorium to watch the next part of the show. You might hear a bell ringing too; this is another way of letting people know it is time to take their seats again. The room will then go dark like at the start of the show.



IN CASE OF EMERGENCY

If there is an emergency during your visit, you need to listen to what our staff tell you to do.

They will lead you out of the theatre to safety.

Our staff are trained to evacuate the audience, so they know what is best to do.

Please see the seating plan in the Dress Circle and Stalls sections for the location of the emergency exits.

END OF THE SHOW

At the end of the show, the actors may all come back on stage together. The people around you will clap again and may stand up too, showing that they enjoyed the performance. You can do this too if you like.



Thank you for choosing to visit us here at Trafalgar Theatre.

We hope you enjoy it.

If you have questions before your visit or wish to tell us about your experience afterwards, then please email or write to us.

TrafalgarManagement@trafalgarentertainment.com

**14 Whitehall, London
SW1A 2DY**

