

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.

This is a general visual guide. As some shows may vary, please contact the theatre if you require more show specific information and we will be happy to help.



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 Trafalgar Theatre 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 Leicester Square, next to Leicester Square (39-41 Whitcomb St, London WC2H 7DT)
Tel 0113 238 4200 and website q-park.co.uk
- Q-Park Chinatown, (Newport Place, London WC2H 7PU)
Tel 0113 238 4200 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.
- JustPark, in St Vincents House (St Martin's Street, WC2H 7HH)
Tel 01625 800094 and website justpark.com



Accessible Parking Spaces

There are some accessible parking spaces around Trafalgar Square too.

The closest one to the venue is on
Whitehall Place

You can see all the access parking on
bluebadgeparking.com.



Famous London Sights



There are many famous London sights near Trafalgar Theatre.

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 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!



The posters on the Theatre will tell you what show is currently playing.



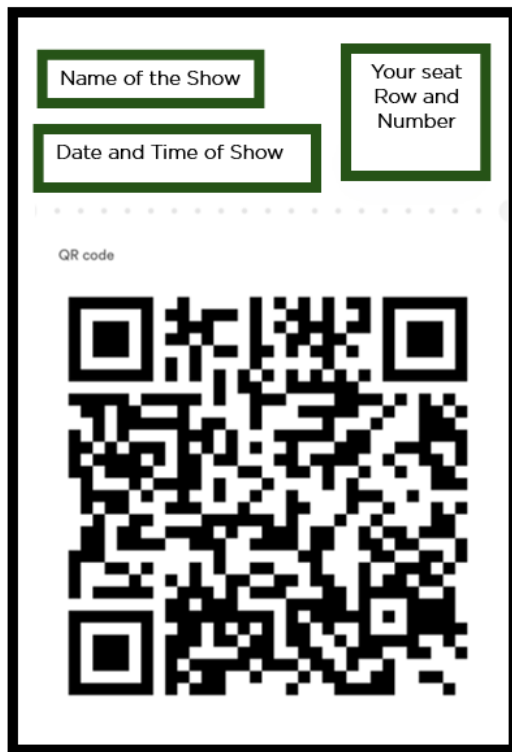
WHEN YOU GET HERE

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 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, the date, the start time of the show you will see and a QR Code.

This is a sample picture of a ticket. Some tickets look a little different but they will have the same information on them.



Our ushers will scan the QR Code on your ticket 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.

WHILE YOU ARE HERE

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

Have your ticket ready for our staff to check it.

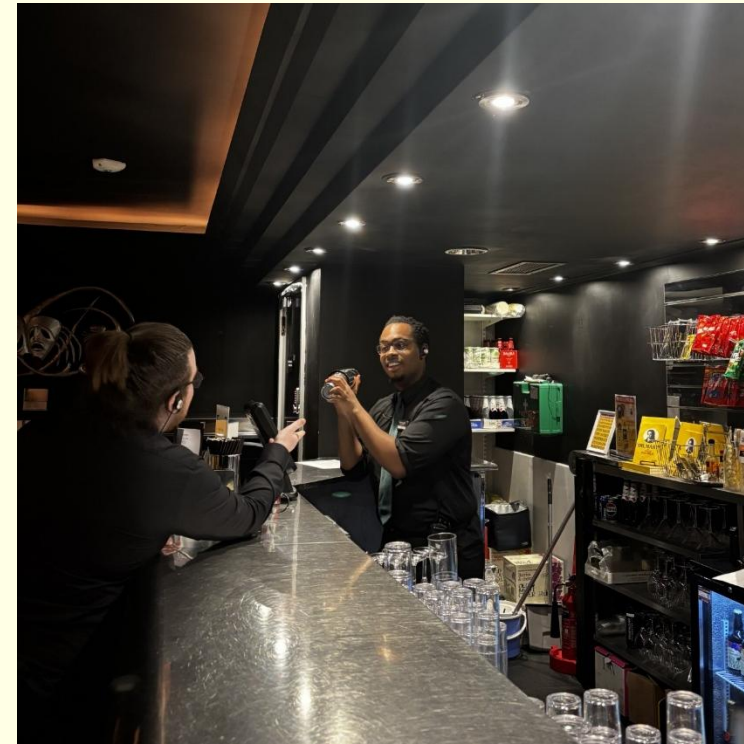
They will tell you where to go and answer any questions you have.

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!

This is the Foyer Bar



This is the Stalls Bar.



OUR CLOAKROOM



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. It costs **£1 per item**.

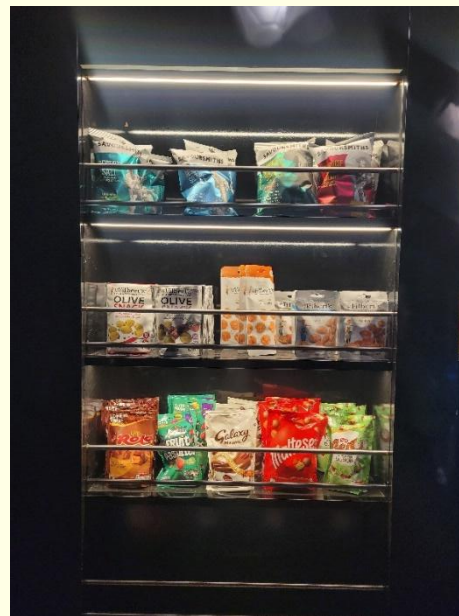
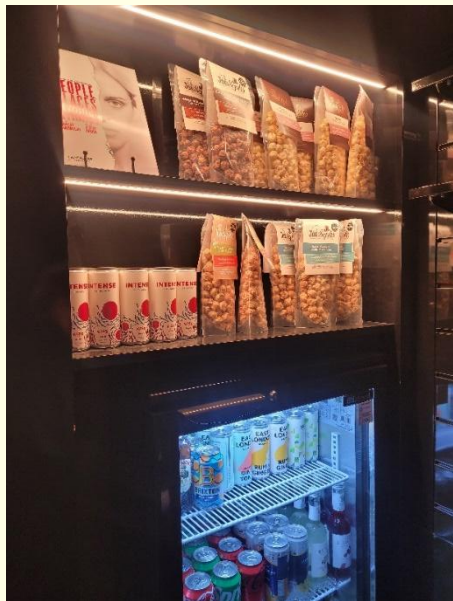
Here you can also **buy programmes** which will give you more information about the show you are seeing.

If there is any **merchandise or play texts** available for the show, they will be on sale at the Cloakroom.



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 snacks, sweets and selected drinks here as well as programmes.

HEARING ENHANCEMENT DEVICES

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

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

Our staff will show you how to use it.

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.



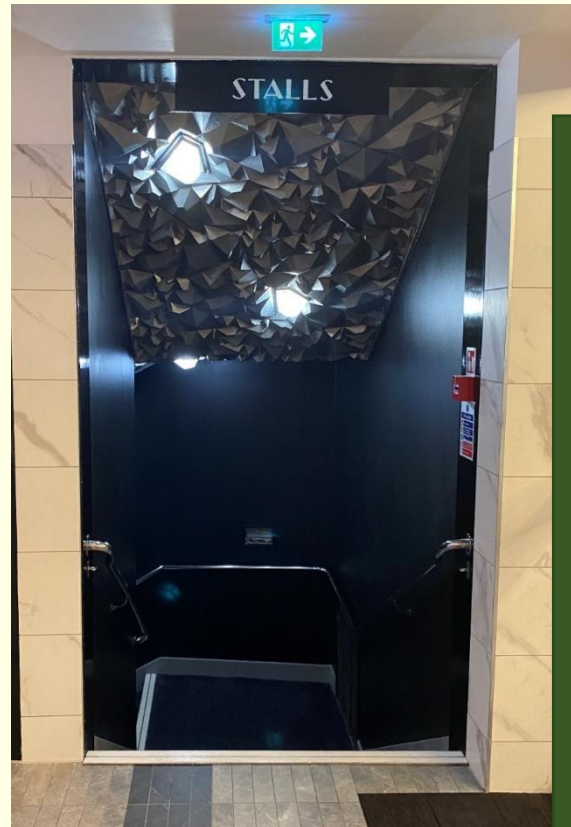
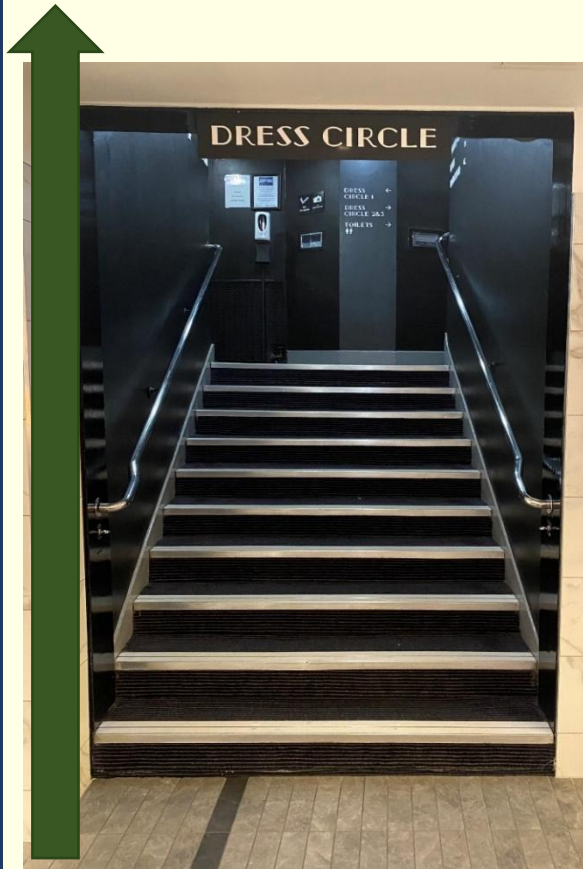


The adjustable volume control looks like this.
You move the outer circle part around to bring the volume up and down.

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 Smart Phone, either through headphones or via a necklace for hearing aid users. Patrons will need to download the Sennheiser MobileConnect app and use their own device.



GETTING TO YOUR SEATS



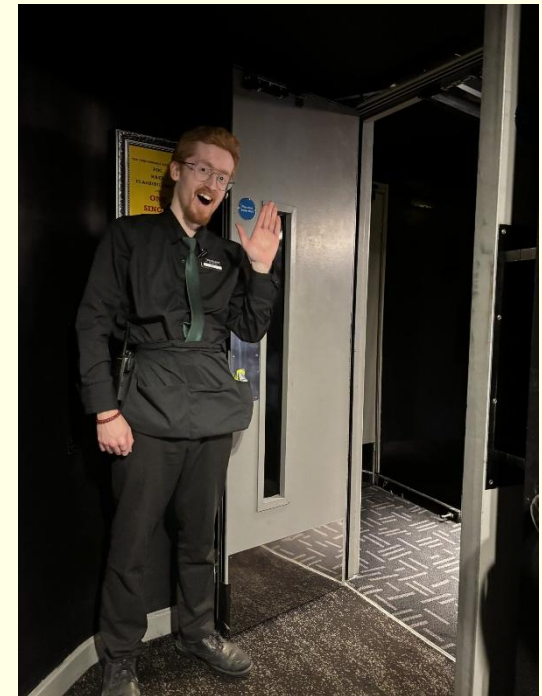
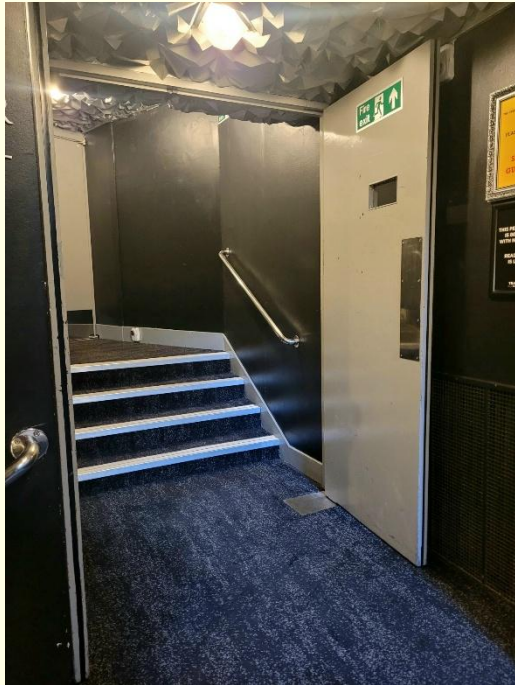
When it is time to find your seats, the doors will be opened, and staff will be on hand to point you in the right direction.

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

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

DRESS CIRCLE

The entrances to the Dress Circle look something like this

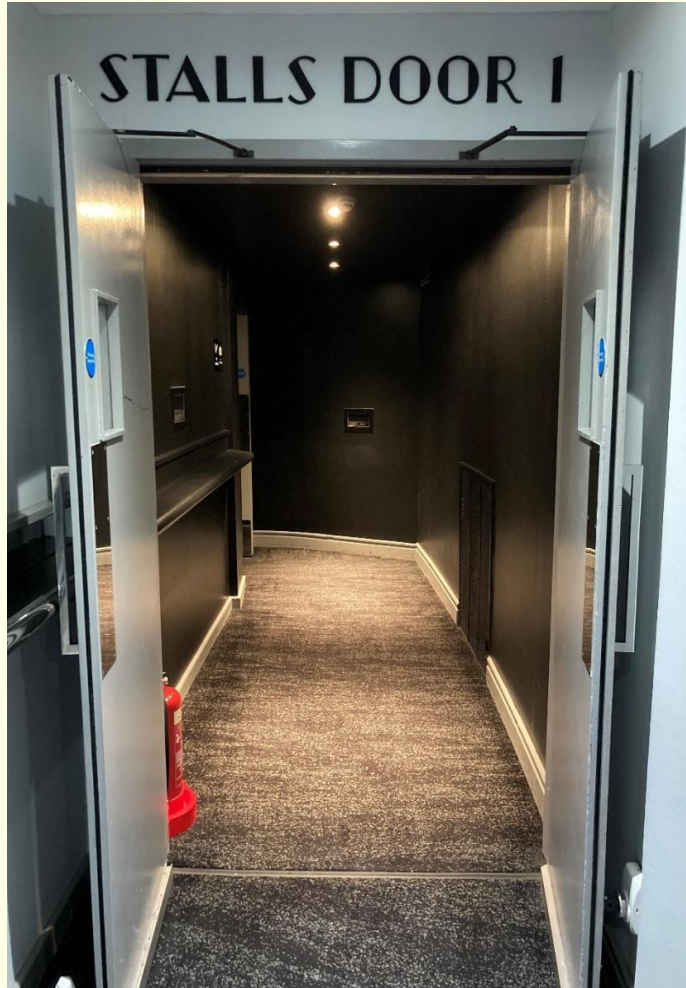




The inside of the theatre where the seats are, is called the auditorium.

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 entrances downstairs.

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 lift goes between the Foyer and the Stalls.

The lift does not go up to the Dress Circle.

A member of staff must be with you in the lift.

The 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 must 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. You can also order selected drinks and snacks to your seat by using the QR code on the seat in front of you. You can ask a member of staff to help you with this.

TOILETS

There are men's and women's toilets both upstairs at the Dress Circle level and downstairs in the Stalls Bar.

You can also find further All Gender Toilets on the Upper Level above the Dress Circle level.



There is an accessible toilet in the Stalls Bar.

If you have your own radar key, you can unlock it.

Otherwise a staff member will be happy to unlock it for you.



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. You can ask a member of staff for Ear Defenders or Ear Plugs if you would find this helpful.



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

Some shows at Trafalgar Theatre will have a **break during the performance**. 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. 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. You can ask a member of staff to help you with this.



Enjoying an **ice cream** during the interval is a popular choice for theatregoers!

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 and the **doors to the auditorium will close**; 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.



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.

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TRAFALGAR
— THEATRE —