



**GILLIAN LYNNE
THEATRE**
LW THEATRES

GILLIAN LYNNE THEATRE ACCESS INFORMATION

Venue Address & Contact Details:

Gillian Lynne Theatre
166 Drury Lane
London
WC2B 5PW

LW Theatres is dedicated to understanding the potential access requirements of all people visiting and working in our venues. Our commitment to improving accessibility is long term and extends across all areas of our business. We recognise our responsibility to identify barriers to accessibility and undertake to remove these wherever possible.

LW Theatres' Access Scheme

Customers with Access requirements will be able to purchase a ticket in the price band of their choice, subject to availability. One additional companion ticket will be made available at the same price paid by the customer with Access requirements, subject to availability. Any additional tickets required in the suitable area will be chargeable at the standard admission rate. Customers who have registered and sent the necessary paperwork will be able to add a complimentary personal companion ticket.

Exchanges and Refunds

Customers who notify LW Theatres, at least 2 hours in advance of their booked performance, that they are unable to attend due to a reason directly related to their access requirements will be able to either exchange their tickets to another performance or offered a refund. Refunds will be limited to the face value of the ticket, excluding any booking fees and cannot be issued once the performance has begun.

Steps to seat

The Box Office and Cloakroom are on the ground floor, from there the step count is as follows:

Merchandise

40 steps, or escalator

Bars

54 steps, or escalator + 14 steps

Stalls (Row I)

72 steps, or escalator + 32 steps

Once in the Stalls there are 2 steps per row.

Dress Circle (Row C)

114 steps, or escalator +74 steps



Please note: We do not recommend the Dress Circle for anyone with limited mobility due to the layout of the auditorium.

Wheelchair Access

Please arrive at the main entrance on Parker Street and make yourself known to our Front of House staff, the access host will then come and greet you. They will take you back outside and around to Parker Mews where our lift is located. You can then go to the bar level or straight to your seat.

To use the lift wheelchairs can be no larger than:

Width: 73cm (28 inches)

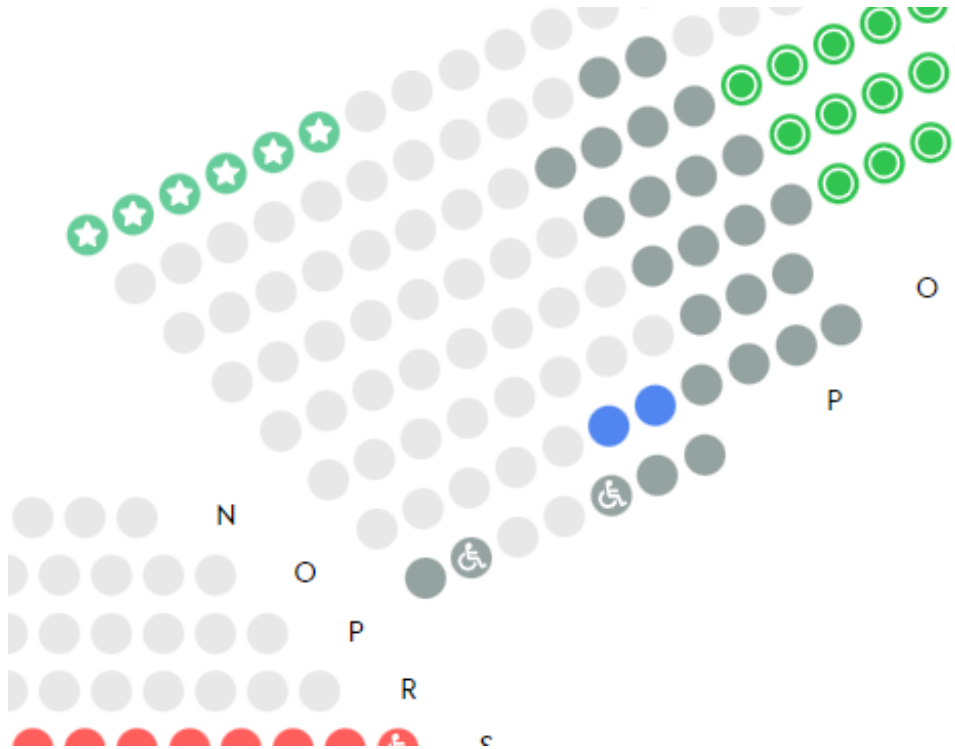
Length: 123 cm (48 inches)



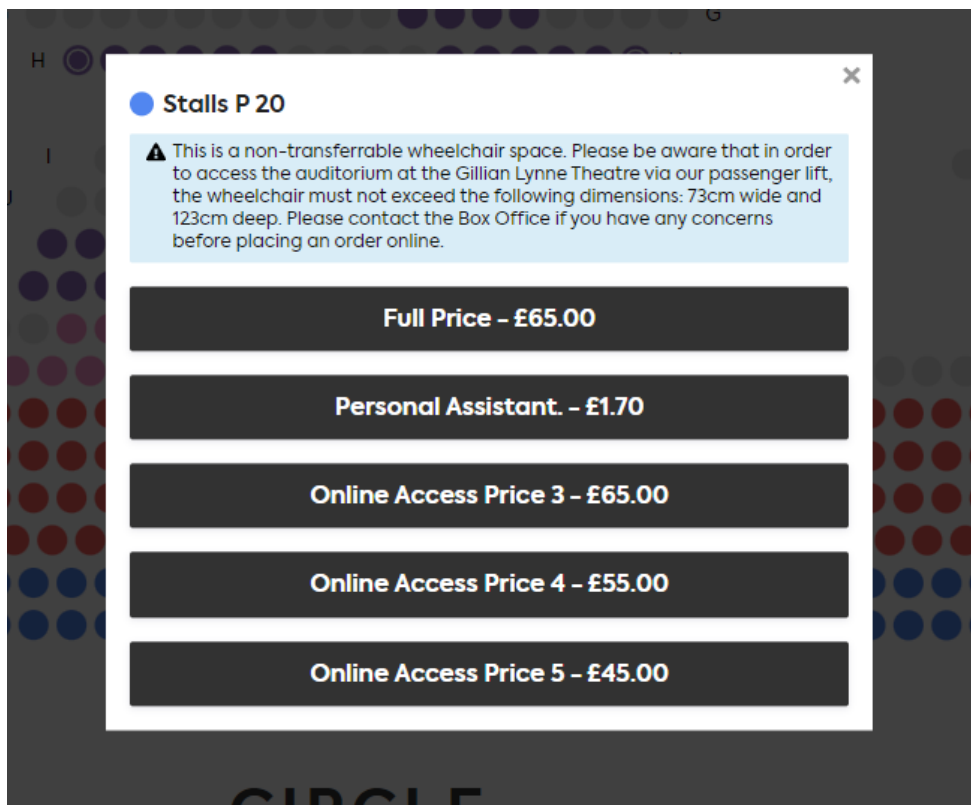
If your wheelchair doesn't fit in the above measurements, you are welcome to borrow our house wheelchair (*pictured*) during the duration of your visit. Please contact us on access@lwtheatres.co.uk to let us know so that we can reserve this for your visit.

Non-Transferable Wheelchair Seats

We have space for 2 wheelchairs in the Stalls. These are Stalls P17 and P20 and will appear as below on the seating plan:



When you click the seats, they'll be added to your basket, and you'll be prompted to confirm the price type as below:



Please note: There are 2 companion seats for P17 and 1 companion seat for P20. If there are more people in your party, you may want to book them into Row O so that they are directly in front of you.



Image of the wheelchair bay and companion seats.



View of the stage from the wheelchair bay.

There is also a wheelchair bay in Dress Circle C5 which offers a side view and accommodates our lowest seat price.

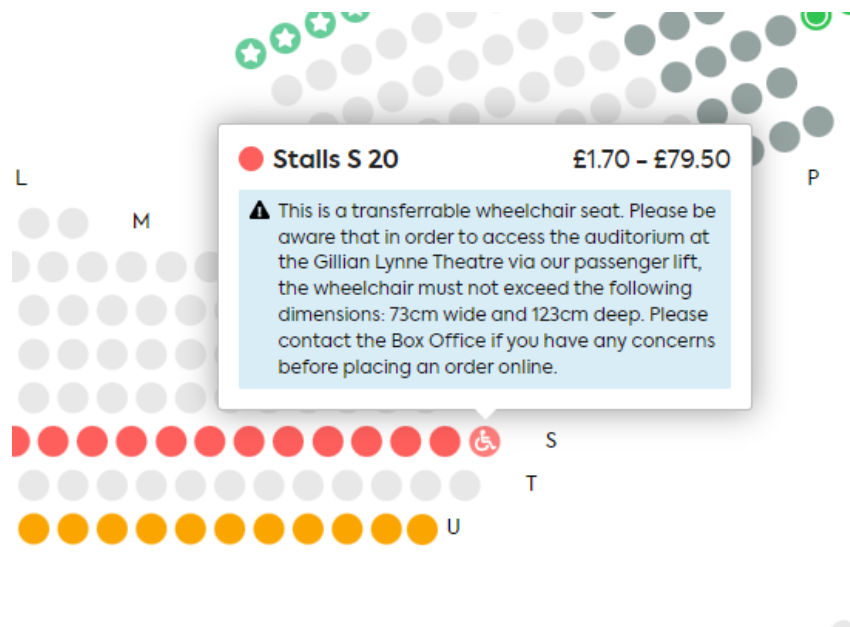


Please note that there are 3 steps between the lift and these steps, these can be avoided by using the platform lift. *(Pictured below).*



Transferable Wheelchair Seats

Stalls S20 offers a step-free option for anyone who'd like to transfer into a theatre seat. The access host will then care for the wheelchair during the performance and bring it back when necessary.



Please note, if you wanted to move further forward there is 2 steps per row.



View of stage from Stalls S20.

Extra Leg Room

There is extra leg room in all of Stalls Row I. Please note that Stalls I17-22 and I61-66 offer a side view of the stage.

Visual Requirements

We recommend stalls C35-47 for anyone who is partially sighted. You can then choose to be central or towards the left or right dependant on requirements. *Please note there is a minimum of 24 steps to these seats.*

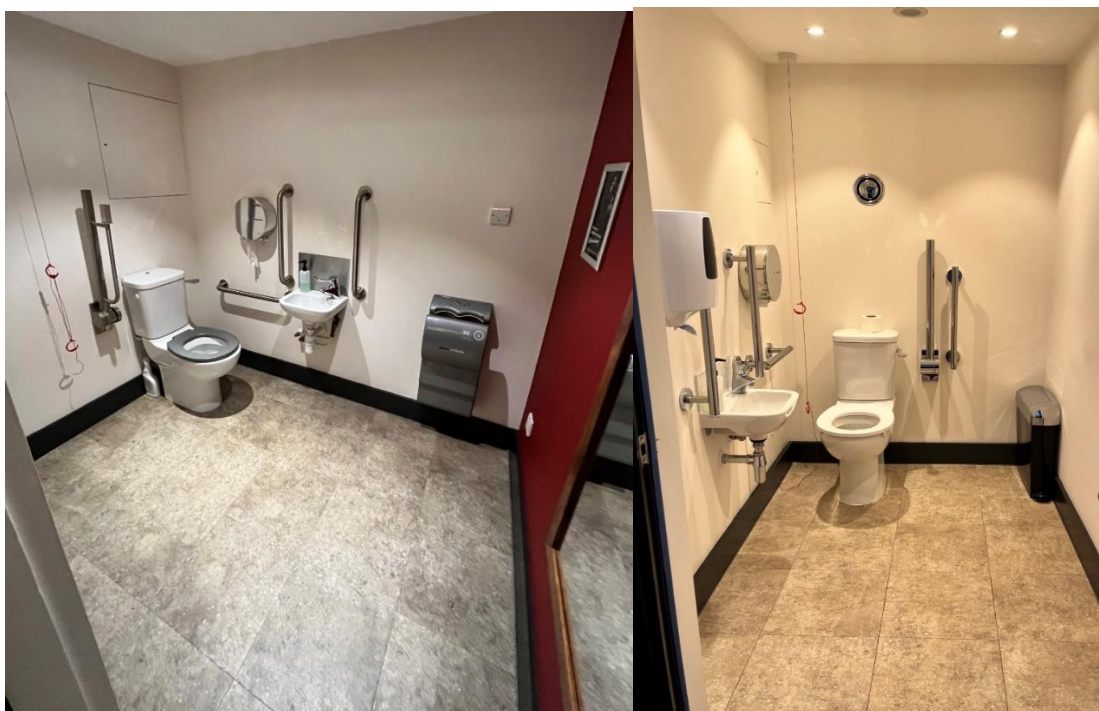
Audio Requirements

We use a sound amplification app supported by WaveCAST. You can download the WaveCAST_Receiver app to your smartphone in preparation for your visit. When you take your seats simply connect to the Wi-Fi (Cinderella Amplified Password: Cinders-Amp), open the app and connect to output 1.

Accessible Toilets

There are 2 accessible toilets in the venue. One is on the bar level beside the Sean Kenny Bar. The other is just outside the accessible entrance to the Stalls. Both are reached via the lift.

There are standard male and female toilets in the bar level, the Stalls level and the Dress Circle level.



Accessible toilets in the Bar (left) and near the wheelchair bay (right).

Assistance Dog

Assistance dogs are welcome in the venue, we ask that you choose an aisle seat, and the dog must stay under your seat during the performance. Alternatively, the dog can be cared for by front of house staff. Please be aware that Stalls A-H will rotate at the start of Act 2 and will rotate back after 20 minutes. During these 20 minutes you will not be able to leave your seats (except for an emergency evacuation).

ASD

Please be aware that Stalls A-H will rotate at the start of Act 2 and will rotate back after 20 minutes. During these 20 minutes you will not be able to leave your seats (except in an emergency evacuation). Please contact the Box Office on access@lwtheatres.co.uk with any specific queries.

Uses of Strobe

There are flashing lights but no uses of strobe in this production.

Services and Facilities

The Wintergarden bar, Saloon bar and Sean Kenny bar are all on the same level and have step-free access via the lift. We offer the facility to pre-book interval drinks on arrival at this bar.

There is no step-free access to the Merchandise booth, but our Access Host will be happy to assist with purchases. Merchandise can be viewed or purchased here: [Cinderella Official Online Store : Merch, Music, Downloads & Clothing \(tmstor.es\)](https://tmstor.es)

The cloakroom is currently out of use due to current Covid guidelines, and we ask guests not to bring any large items or suitcases to the venue. If there is something that you will need to bring with you and store during the performance, please let us know at customer.relations@lwtheatres.co.uk and we will try to accommodate this.

Evacuation Policy

Our access hosts are trained in how to assist customers with access requirements in case of an emergency. These staff members will be specifically allocated to assist any customers with access requirements in an emergency.

Miscellaneous Enquiries

For any requirements that haven't been covered here please email us at access@lwtheatres.co.uk