

LW THEATRES

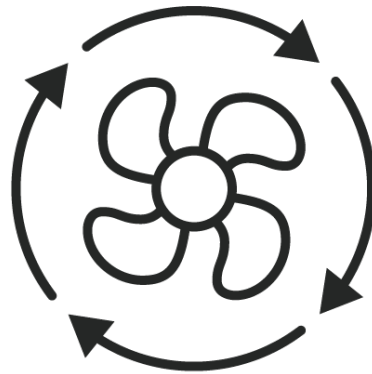
A visual story of a visit to
The London Palladium



The show lasts for 2 hours and 30 minutes including a 20 minute break (which is called an interval).

Keeping you safe in our theatre

Ventilation systems



Hygiene measures



Beauty and the Beast the Musical shows at The London Palladium in London.



On the screens outside the front, you'll see Beauty and the Beast artwork.



You may have to wait in a queue when you get to the theatre. It can be quite busy and noisy.

If you have a bag with you, it will be checked by a member of the security team.



You will need to show your ticket to get into the theatre. A member of The London Palladium team will scan your ticket before you go through the door.

You will be able to identify them as they wear black and white smart clothing, with an LW name badge.

We also have members of the team who wear red coats.



Access Route

If you need to use our accessible entrance, it is located on Argyll Street and looks like this.



If you need to use the lift, ask a member of the team who will take you to where it is. They will take the lift with you and will help you find your seat. This lift is used only for guests with tickets in the Stalls.



If you need to collect your tickets, or you have booked hospitality, you will enter through the Box Office/ VIP entrance.

This entrance will have a digital screen to the right of it that says Box Office/ VIP.

If you need to collect your tickets, you will visit the members of the team to the left, at the Box Office desk.

You will then walk through this corridor.



At the end of this corridor is the Val Parnell Bar.



Toilets are located on the left-hand side of this room.



To get to the auditorium, where your seat is,
follow the spiral staircase down.



There will be members of staff located at these doors,
who will help you direct you to your seat.



If you have a ticket for the Stalls, you will enter via the doors towards the left, under the long digital screen.



Through the doors, you will walk down these stairs, along the corridor.



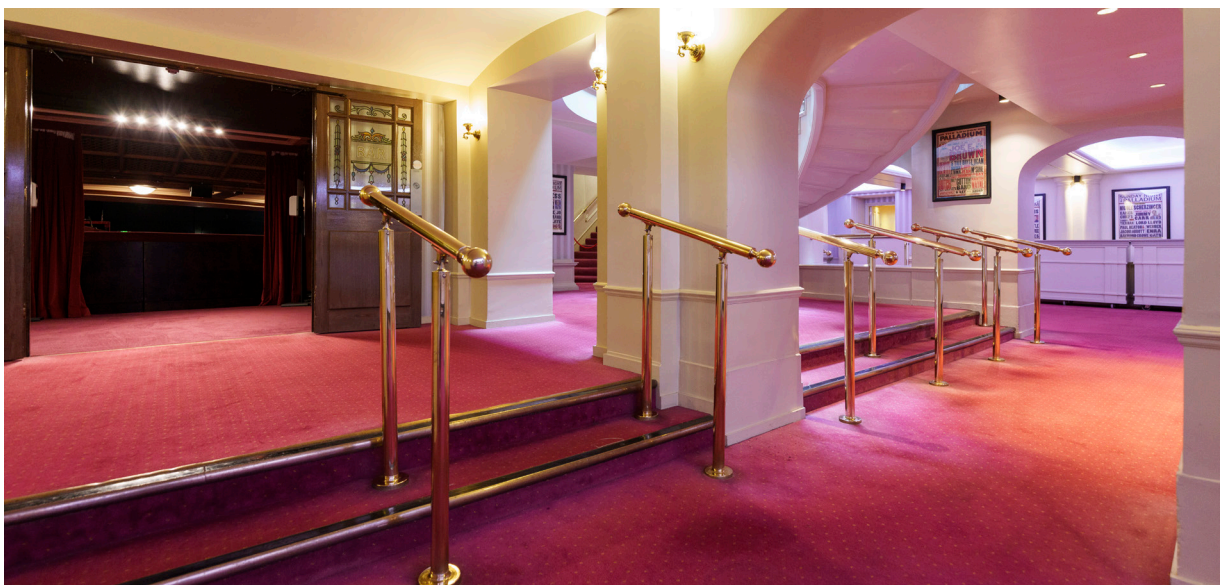
Toilets are located along this corridor.



And at the end of this corridor, you will get to the Variety Bar.



There will be members of staff located at these doors, who will help you direct you to your seat.



If you have a ticket for the Royal Circle, you will enter via the doors towards the right, under the long digital screen.



Through the doors, you will walk up these stairs, and pass through these doors.



The merchandise stand is located to the left of the mirror and the auditorium is at the top of these stairs.



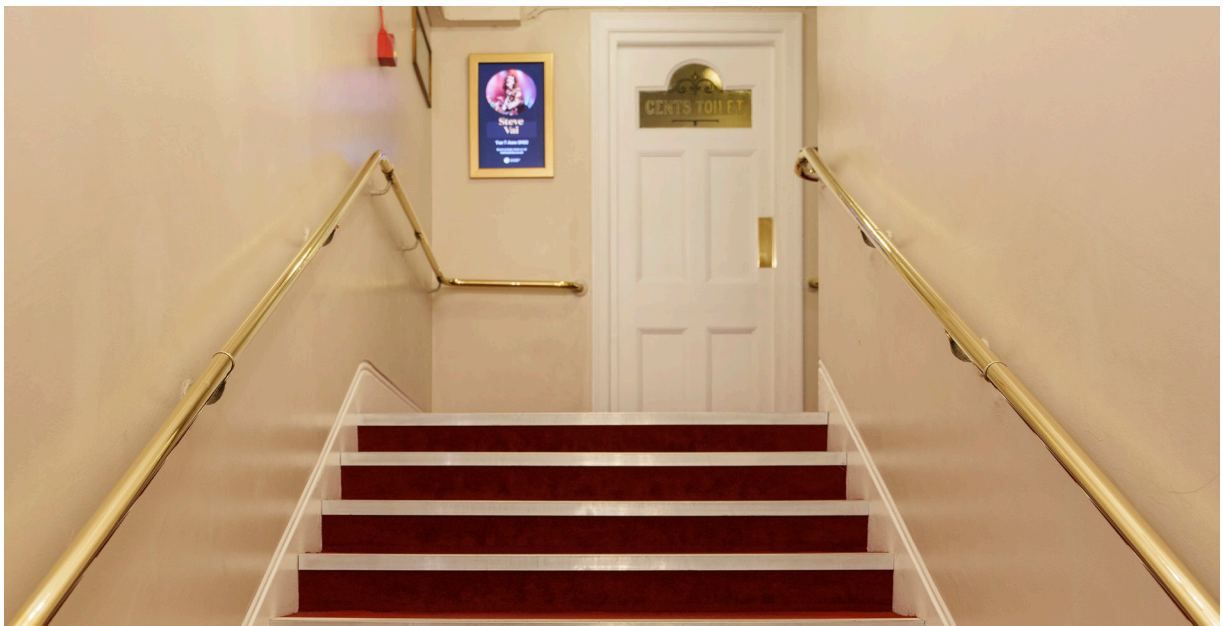
When you follow these stairs round, you will end up in the Cinderella bar.



If you have a ticket for the Grand Circle, enter through the door next to the Grand Circle digital screen. You will walk up these stairs.



Then you will walk up these stairs.



Take this right turn and you will enter the Long Bar.

When it is time to get ready to watch the show, you will be called to take your seat.



The inside of the theatre where the seats are is called the auditorium. It is very big and there are lots of seats.



When you reach the auditorium a member of staff will look at your tickets and help you to find your seats. The numbers on your tickets tell you where you have to sit. It is not a choice.

When you get to your seats you can sit down and relax.

Emergency Exit

In the event of an emergency evacuation, you must follow the instructions given by theatre staff and follow the green, lit up signs to leave the building.



There will be lots of other people sitting near you
and it will be quite noisy.

The theatre will get darker and everyone will be quieter.

Audio Assistance

If you need help hearing the performance, you can use the
Williams Infra-Red audio assistance system.

If you need to use Williams Infra-Red, please speak with a
member of staff when you arrive who can help you access
this system.

About the show

Our story is magical and dramatic.

Throughout the show, you might see some flashing lights and other very bright lights. If these are too much for you, you can close your eyes for a while.

In some parts of this performance, you will hear some loud sound effects, but don't worry. Nothing will be able to hurt you. You can cover your ears or wear ear protection if you get scared or if it's too loud for you.



About the show

Our characters go on an emotional journey and there will be scenes where they are angry, scared, hurt, and upset or moments when they are extremely happy.

When we meet the Beast for the first time, he might appear to be scary. But as the story unfolds, we see a different side to him.



After each song, some people will clap. Clapping is nice because it tells the actors you liked their song. If you want to clap, you can. You don't have to clap if you don't want to.

If you find the performance too loud, ask a member of staff or an adult to take you to a breakout area. There is a breakout area located on each level of the theatre:

Stalls Customers - Val Parnell Bar

Royal Circle Customers – Louis Bar
(Within the Cinderella bar)

Grand Circle Customers – Hall of Fame

If you feel unwell during any point of your visit, please let a member of staff know. We have trained first aiders on site, who will be at your assistance as soon as possible.

In the middle of the show, there is a break. This break is called an interval. During the interval you can use the toilet and have a drink or a snack.

Drinks and snacks can be bought from bars and kiosks in the theatre.



After the interval, everyone will come back and sit down in their seats again.

It will get darker and quieter again just like at the beginning of the show. The actors will come back on the stage and finish telling the story of **Beauty and the Beast**

At the end of the show, all of the actors will come out on stage.

This is called a curtain call. Many people will clap a lot so the actors know how much they liked the show. They may also stand up to show they liked the show.



When the actors have left the stage, the lights will come back on and everyone will start moving around.

You may leave the theatre immediately or wait until it is less busy.

We can't wait to see you at
The London Palladium
very soon!

For more information or to join the LW Theatres Access
Scheme, please email:

access@lwtheatres.co.uk
