



**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)

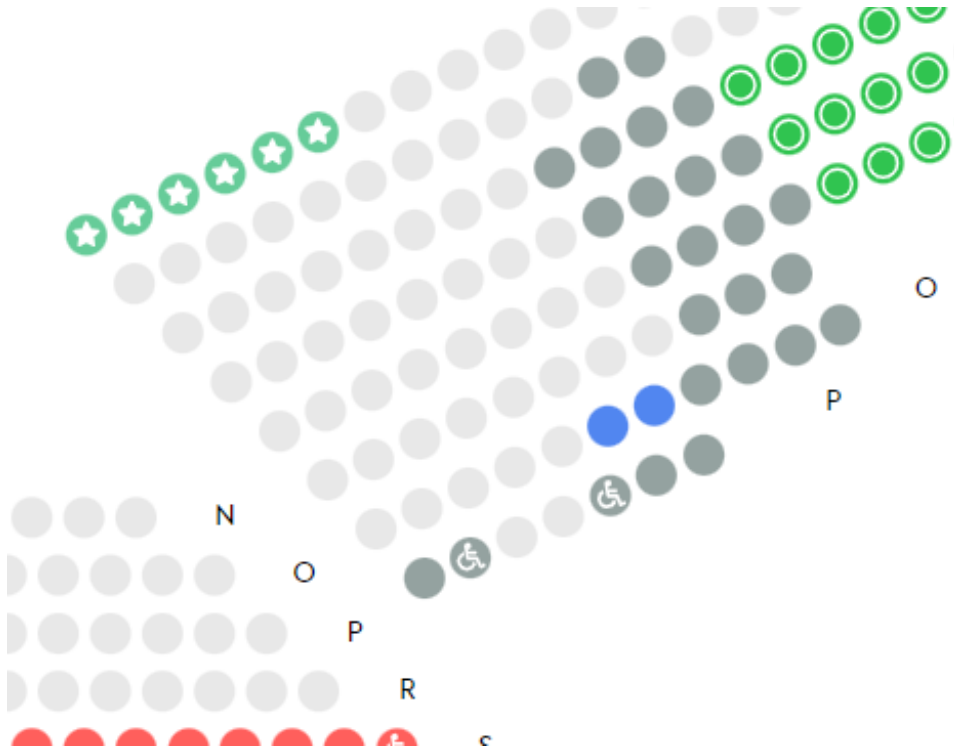
Length: 123 cm (48 inches)



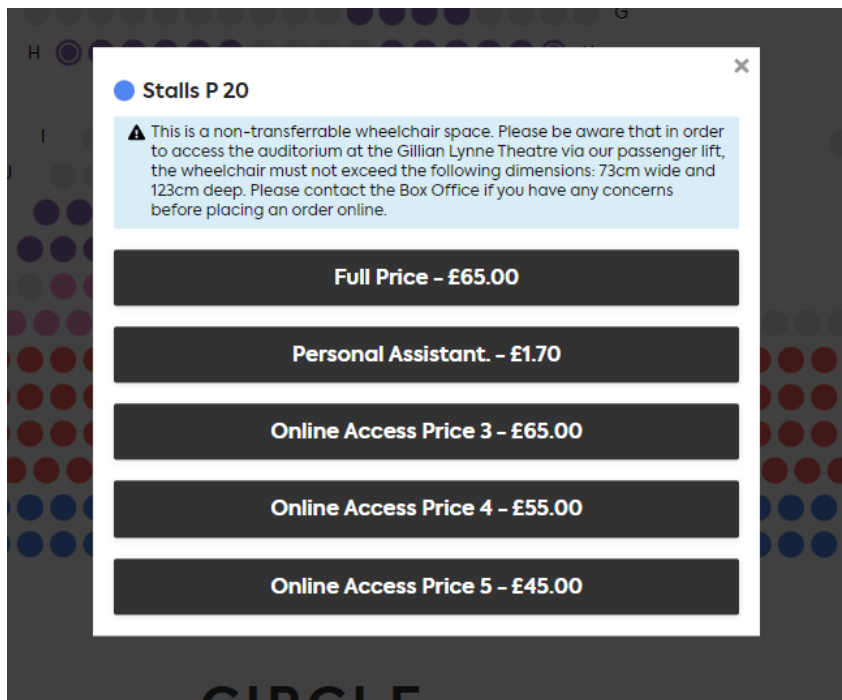
If your wheelchair has any attachments which take it above these measurements, you may be able to borrow our house wheelchair. Please contact access@lwtheatres.co.uk for more information. Please note, anyone arriving in a scooter will be asked to transfer into our house wheelchair. The scooter will be cared for by our Front of House staff for the duration of 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.



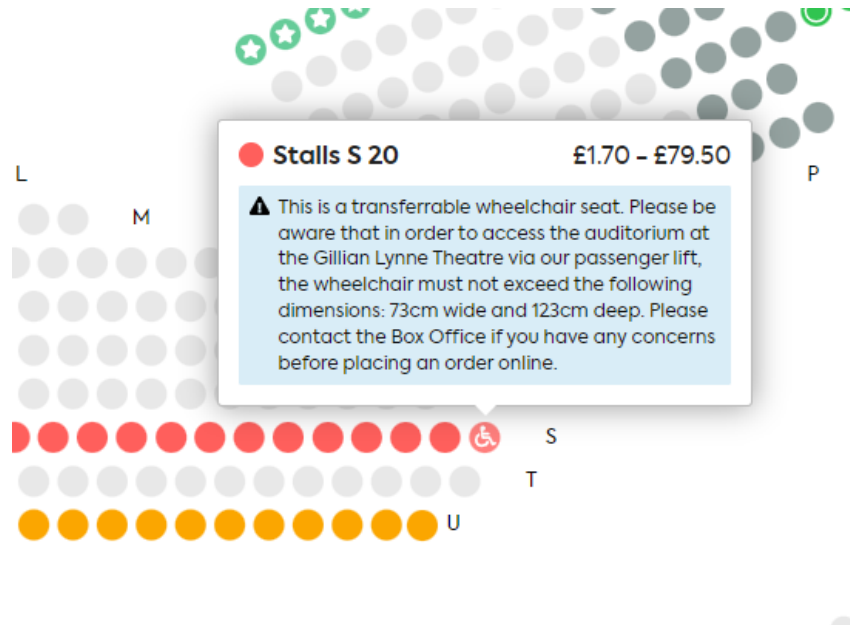
Image of the wheelchair bay and companion seats. Please note images are from a previous production. View may differ slightly.



View of the stage from the wheelchair bay. Please note images are from a previous production. View may differ slightly.

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. Please note images are from a previous production. View may differ slightly.

Extra Leg Room

There is extra leg room in all of Stalls Row I. There is also excellent leg room in Stalls M30-31 and M52-53.

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.*

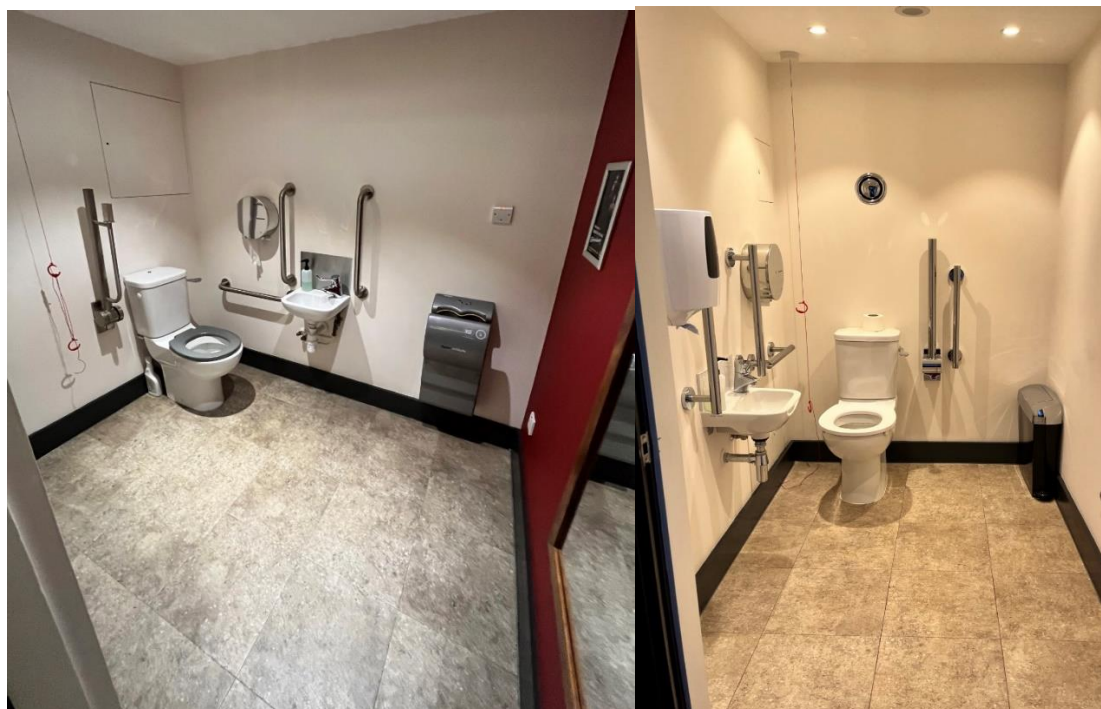
Audio Requirements

The Theatre has 4 Sennheiser audio packs. Each come with headphones and have a volume control. We can connect a 'Loop' or 'Necklace' to the pack if you prefer to use with your own hearing aids switched to the 'T' Position. These can't be prebooked and just need to be requested on arrival by speaking to a member of Front of House Staff.

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.

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.

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