



Theatre Royal Windsor, 32 Thames Street, Windsor, Berks, SL4 1PS

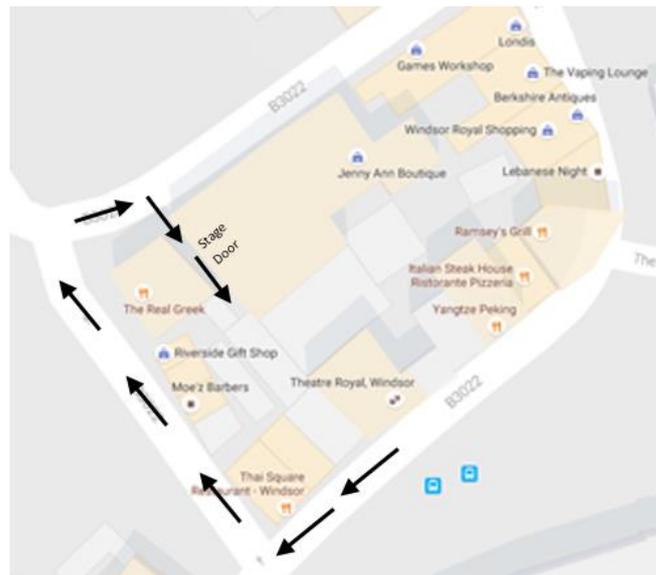
Box Office: 01753 853888 |

www.theatreroyalwindsor.co.uk | boxoffice@theatreroyalwindsor.co.uk

Access

Accessible Entrance to Front Stalls and Stalls Bar

Our accessible entrance for the Front Stalls area is to the rear of the theatre, between us and The Real Greek. There will be a sign for 'Theatre Royal Windsor, Stage Door'. Make your way to the end of the passageway, there is a grey button next to the door; push this button and someone from our Front of House team will let you in.



1 Directions to Accessible Entrance from Main Entrance of Theatre Royal

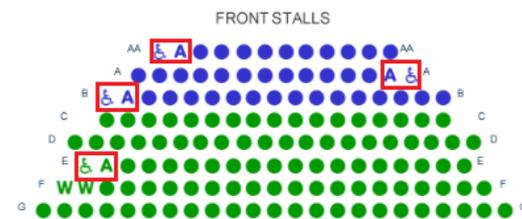
The Front of House Team will be on duty from 1 hour before the performance.

The Royal Stalls are accessible from the main entrance of the theatre on Thames Street.

Where has step free access?

The Front Stalls and Stalls Bar are both accessible via the back of the building for Wheelchair users and those who require step free access.

There are several wheelchair positions on this level of the auditorium where a seat can be removed to accommodate a wheelchair, or left in so customers can transfer from a wheelchair.



The Stalls Bar is fully accessible from the front stalls. From the bar, there are 3-4 steps up to the Coffee Shop.

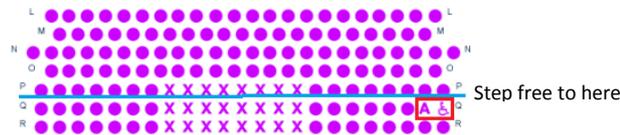


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The Royal Stalls has 1 wheelchair position available in seats Q22 and Q23. The back two rows of this section are completely step free from the main entrance of the theatre. From Row P to Row H, there is one step per row.



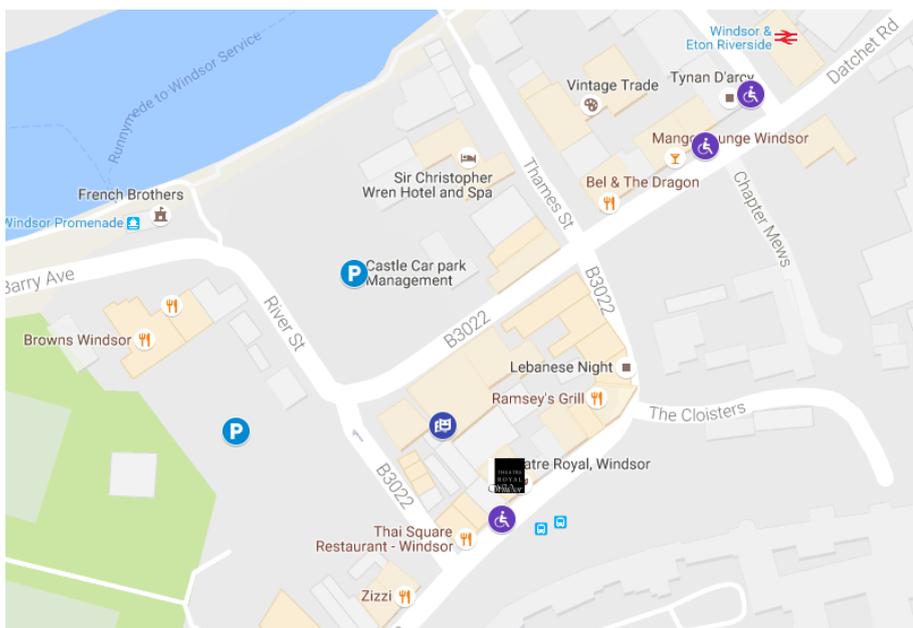
Where is there not step free access?

- The Circle Level including Circle Bar. There are approximately 14 steps up to the Circle from the foyer.
- The Coffee Shop. There are 3-4 steps from the bar.
- Christiane's Clubroom.
- The Front Stalls level is not accessible via the Royal Stalls.

Steps in the Auditorium

- The Front Stalls has 0 steps when accessed via the rear of the theatre.
- The Royal Stalls has a step at the end of each row except Row H and Rows Q and R.
- The Circle has one step down to Row A from the entrance, Row B is level with the entrance to that section, and then there is a step at the end of every row.

Parking/Public Transport



For the current parking fees and blue badge restrictions in council car parks, please see: https://www3.rbwm.gov.uk/info/200357/council_car_parks/914/windsor_area_car_parks



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Booking Information

If you are registered Disabled, you are entitled to a Free Companion ticket.

Proof of Disability is required. We accept:

- DLA/PIP
- Blue Badge Parking Permit
- Assistance Dog ID Card
- Access Card

You will need to fill in an Access Requirement Form (available as a download from our website or from the Box Office). This will be kept on our ticketing system and be used to help us identify your requirements for future bookings.

If you require further assistance you can call the Box Office on **01753 853 888** during our opening hours.

Hearing Loop/Sennheiser

If you have a hearing-aid switch it to 'T' to connect to our hearing loop.

If you require the Hearing Necklace or Headset to connect to our Sennheiser hearing system, they are available at the Theatre Shop in the Foyer for a £5 returnable deposit.

The best signal in the auditorium can be received in the Royal Stalls and Circle areas.

Audio Described Performances

If you require an audio described performance please enquire at the Box Office for more information.

Assistance Dogs

Please contact the box office if you are bringing an Assistance Dog with you. You will need seats at the end of a row. A Sales Advisor will let you know where the best place for you to be seated will be.

Toilets

Disabled toilets are available on the Front Stalls and Royal Stalls levels. An usher will be nearby to direct you.

Strobe Lighting and Special Effects

If you require information about whether the show has Strobe Lighting or other stage effects, you would need to contact the box office on 01753 853 888. There will also be signs located in the foyer upon your arrival.

(Unfortunately, we are unable to inform you of the strobe lighting prior to the day of the performance.)