

# GUIDE TO THEATRE ACCESSIBILITY

ALDWYCH  
THEATRE



## INTRODUCTION

Welcome to the Aldwych Theatre's guide to accessibility.

We are committed to making the experience of all patrons as easy and enjoyable as possible.

This guide will give you all the information you need to plan your visit, from booking tickets to arriving at the theatre and enjoying the show, with details on the facilities within the building (including measurements).

If you have any questions, or would like to suggest a change to this guide, please email [aldwych.access@nederlander.co.uk](mailto:aldwych.access@nederlander.co.uk).

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# BOOKING TICKETS

We have an Access List in place to make booking easy for anyone with access requirements and help us to best assist with any requirements you may have.

Once registered on our Access List, you will be able to book the most suitable seats for you at online, over the phone, or in person at the Box Office. You will also have access to any available concessionary rate tickets or companion tickets.\*

To register, please submit your registration form on our website at [nederland.co.uk/access-list](http://nederland.co.uk/access-list).

Our Access List is open to anyone who has a disability as defined by the Equality Act 2010. Please provide a copy of one of the following documents as proof of eligibility when submitting your registration form:

- ◆ Disability Living Allowance
- ◆ Personal Independent Payments
- ◆ Disabled Persons Freedom Pass
- ◆ Access Card ([accesscard.org.uk](http://accesscard.org.uk))
- ◆ National Rail Disabled Persons Railcard
- ◆ Attendance Allowance (AA)
- ◆ Severe Disablement Allowance (SDA)
- ◆ Armed Forces Independence Payment (AFIP)
- ◆ Certificate of Visual Impairment (CVI)

Please ensure that your name is clearly legible on any eligibility documents provided.

We will always review applications without the recommended evidence on a case-by-case basis, so please contact us for further information if you are unable to provide a copy of one of the suggested documents.

Please allow five working days from submitting your form for us to process your membership. Once this is complete, we will let you know by your preferred method of contact.

\* Please note, as we are a receiving house, any concessionary rates and/or companion tickets will vary with each production and is a decision ultimately made by the show rather than the venue. Any concessionary rates will not be applied online for Access List members until reaching checkout when booking online.

## **BOOKING IN PERSON AT OUR BOX OFFICE**

You can get your tickets in person at the Box Office, inside the foyer opposite the merchandise counter.

For step-free access, please use the buzzer just to the right of the front doors (see below) - on the corner of Aldwych and Drury Lane - or speak to a member of staff on the doors.



The Box Office is open Monday - Saturday from midday until 15 minutes after the performance begins. It is closed on all non-performance days.

## **ALREADY BOOKED YOUR TICKETS ELSEWHERE?**

If you didn't book directly through Nederlander but will need assistance when you visit, please email us on [aldwych.access@nederlander.co.uk](mailto:aldwych.access@nederlander.co.uk) in advance of your visit so we can make sure you have the best experience.

# GETTING TO THE THEATRE



## TRAIN

Our nearest mainline station is Charing Cross (800m), with Waterloo Station 1,200m from the theatre.

Euston, King's Cross and Victoria are also a short bus or tube ride away.

## **BY CAR**

Parking around the theatre is limited. We advise visitors to arrive by public transport or taxi where possible.

The nearest Blue Badge spaces are on:

- ◆ Portugal Street (210m) - one space
- ◆ Wellington Street (230m) - three spaces
- ◆ Tavistock Street (280m) - one space
- ◆ Sardinia Street (350m) - four spaces

## **BY BUS**

There are many bus stops near the theatre. Below are our nearest stops and the bus routes they serve.

Aldwych (Stop D) - routes 15, 26, 76, 341

Aldwych Drury Lane (Stop E) - routes 9, 23, 59, 87, 172, 243

Aldwych Kingsway (Stop F) - routes 1, 68, 91, 188

Aldwych Bush House (Stop H) - routes 9, 23, 87

Aldwych Drury Lane (Stop R) - routes 15, 26, 91

Aldwych Drury Lane (Stop S) - routes 1, 59, 68, 76, 172, 188, 243, 341

For more information on accessible travel in London, please visit [tfl.gov.uk/transport-accessibility](https://tfl.gov.uk/transport-accessibility).

## **BYTUBE**

Our closest underground stations are:

- ◆ Temple (500m) - Circle and District Lines
- ◆ Covent Garden (550m) - Piccadilly Line
- ◆ Holborn (550m) - Central and Piccadilly Lines
- ◆ Charing Cross (800m) - Bakerloo and Northern Lines

There is step-free access from the platform to the street at Waterloo station (1,200m from the theatre), with a 0-50mm step from the train to the platform and a 0-85mm gap between the platform and the train.

The Elizabeth Line serves Tottenham Court Road and is 1,450m away. This station has the smallest step and gap and is suitable for most customers including wheelchair users (Elizabeth line and Northern line only).

See more info at

[content.tfl.gov.uk/step-free-tube-guide-map.pdf](https://content.tfl.gov.uk/step-free-tube-guide-map.pdf).

# ARRIVING AT THE THEATRE

There are five steps leading up to the theatre foyer, with handrails in place. There is a step-free entrance at the side of the building, with step-free access to Row C of the Dress Circle. On arrival, please inform staff at the main entrance if you need to enter through this door.

We have dedicated access hosts during performances, who can help with any access requirements. They can help you get to your seat, bring you drinks and snacks in the interval, and look after mobility devices while you enjoy the show.

To make sure we can help you have the best experience, please get in touch ahead of your visit to let us know if you will need any assistance from our access hosts.

If we miss your arrival, just say hello to one of our door staff and they can put you in touch with an access host.

A wheelchair is available to borrow. Due to limited availability, it is best to let us know ahead of your visit if you will need to borrow this wheelchair.

## GET IN TOUCH

[aldwych.access@nederland.co.uk](mailto:aldwych.access@nederland.co.uk)

# BUILDING INFORMATION

There are five steps leading up to the front doors of the theatre, with step-free access to the building via a side door on Drury Lane. For more information on the step-free entrance, please see the Dress Circle section on p.11.

All stairs throughout the theatre have handrails and nosings on each step in a contrasting colour to the flooring.

## MAIN FOYER

The Box Office is on the right-hand side of the foyer. There are two main counter windows, each 90cm off the ground.

The merchandise counter is to the left of the entrance, and is 120cm off the ground. The cloakroom follows directly on from the merchandise counter, with no counter. Hearing devices are also available from the merchandise counter.

There is a women's toilet off the main foyer, with a men's toilet half-way up the left-hand stairs (16 steps up) to the Dress Circle Bar.

The accessible toilet is located in the horseshoe corridor which is accessible via the main theatre foyer and access entrance on Drury Lane. The toilet is 45cm high and is a right-hand transfer. View an [image of the facilities](#) and an [image of access to the facilities](#).

## STALLS

The Stalls are accessed by 25 steps over three flights, with handrails, which lead down from the theatre foyer to the Stalls front entrance. Once inside, there is a 10m gentle incline from middle to rear Stalls.

These Stalls seats have nothing directly in front, offering full leg room: C1, C21, J1-5, J19-21 and Z1-2. Please note that these seats are located on walkways, and Z1-2 have a restricted view of the performance.

The following seats in the Stalls are aisle seats:

- ◆ Row AY, seats 1 and 12
- ◆ Row AZ, seats 1 and 14
- ◆ Row A, seats 1 and 16
- ◆ Row B, seats 1 and 17
- ◆ Row C, seats 1 and 21
- ◆ Rows D and E, seats 1 and 23
- ◆ Rows F-H, seats 1 and 24
- ◆ Row HH, seats 1 and 14
- ◆ Row J, seats 5, 6, 18 and 19
- ◆ Rows K-M, seats 6, 7, 19 and 20
- ◆ Rows N-Q, seats 6, 7, 20 and 21
- ◆ Rows R-U, seats 6, 7, 21 and 22
- ◆ Row X, seats 1, 15 and 16
- ◆ Row Y, seats 4, 5 and 17
- ◆ Row Z, seat 1

The Stalls Bar is at the back of the Auditorium, through a door which is 73cm wide. The counter is 106cm tall.

## **DRESS CIRCLE**

The rear of the Dress Circle can be accessed via 15 steps over two flights leading up from the theatre foyer. The front of the Dress Circle is approximately 25m from the theatre foyer.

Once inside the auditorium there are 22 steps from Rows A - M, two steps per row, with handrails in place.

There is step-free access to Row C of the Dress Circle, via a door at the side of the building on Drury Lane. There is a steep slope coming through this door with an elevation angle of 10.25°.

Please let us know ahead of your visit if you need to use the step-free entrance, and just speak to a member of door staff when you arrive so that we can open this up for you.

Seats C1 and C23 can be removed to accommodate one wheelchair respectively. The dimensions of each wheelchair space are 60cm width x 85cm depth.

If you (or your guest) are more comfortable transferring from your wheelchair to a theatre seat to watch the show, a removable seat can be positioned in the C1 or C5 location.

There is no additional space between Row C and Row B, so wheelchair users may need assistance to manoeuvre into the allocated spaces.

The accessible entrance to the Dress Circle leads to Row C. From Row C, there are two steps between each row of the Dress Circle (a total of 18 up to Row M and four down to Row A).

Seats 6, 7, 27 and 28 in Row A are aisle seats. All other aisle seats in the Dress Circle are at either end of each row.

There is step-free access to the accessible toilet via the corridor from either Row C exit from the Dress Circle. The toilet is 45cm high and is a right-hand transfer.

Toilets are located in the theatre foyer, the rear stalls exit, Grand Circle rear exit, and the Grand Circle Bar (six steps leading up).

There are nine steps up to the Dress Circle Bar from the rear of the auditorium, where the counter is 108cm high.

## **GRAND CIRCLE**

Due to the number of stairs, we do not recommend the Grand Circle to patrons with limited mobility, as well as those who suffer from a fear of heights.

The Grand Circle entrance is located on Drury Lane. There are 24 steps up to the Grand Circle split over three flights (first flight, five steps; second flight, 15 steps; third flight, four steps). Handrails are in place throughout.

Once you arrive to the Grand Circle, there are 22 steps from Rows D to L or nine steps from Rows D to A (three steps per row). Steps from Row L down to Row D are steeper than elsewhere in the building, varying between 20 and 22cm.

There are three steps between each row from Rows D to L, except for Rows D to E and Rows E to F where there are four.

The only aisle seats in the Grand Circle are at either end of each row.

There are six steps up to the Grand Circle Bar from Row D of the Grand Circle, where the counter is 108cm high.

## **BOXES**

Accessible from street level via doorways measuring 63cm wide, Box D can accommodate one wheelchair and one companion. Box E can accommodate one wheelchair and three companions.

The wheelchair dimensions here are 60cm width x 85cm depth. Please note that both Boxes give a restricted view of the performance.

There is a small step leading into each Box, and the doors are 70cm wide.

The accessible toilet is along the same corridor as all the Boxes, towards the main foyer. The toilet is 45cm high and is a right-hand transfer.

## **SEATING AMENITY MATRIX**

Click [here](#) to see more details of accessibility assets of specific seats throughout the theatre auditorium.

## **HOSPITALITY SPACES**

We are able to offer hospitality in Box D for customers with limited mobility.

Please email [aldwych.access@nederland.co.uk](mailto:aldwych.access@nederland.co.uk) for further information on our hospitality packages.

## **AUDIO ENHANCEMENT**

The theatre uses the Sennheiser Tourguide System, which can enhance the show audio. Our system uses radio frequencies to offer you the clearest audio of the show.

Our Sennhesier Stethoscopes can be used in-ear, and our Sennheiser Neck Loops can be used in conjunction with your hearing aid or cochlear implant.

Customers can also use the Mobile Connect app with their own device.

Mobile Connect user guides, Stethoscopes and Hearing Loops are available from the merchandise counter, in the foyer.

A member of staff will be happy to assist you and provide you with the equipment that is best suited to you.

## **ASSISTANCE DOGS**

Assistance dogs are welcome in certain allocated seats in the Auditorium for patron wishing to stay with their dogs.

Alternatively, a member of staff can be allocated to look after the guide dog and return them to the owner during the interval and at the end of the performance.

Please let our Box Office team know which option you would prefer when booking your tickets.

## **ACCESS PERFORMANCES**

We aim to schedule captioned, audio described and BSL interpreted performances on a regular basis.

These are listed on our website at [nederland.co.uk/aldwych/accessibility](https://nederland.co.uk/aldwych/accessibility).

Please email us on [aldwych.access@nederland.co.uk](mailto:aldwych.access@nederland.co.uk) if you wish to suggest an additional access performance.