

THIS BOOKLET WILL HELP YOU TO PREPARE
FOR YOUR VISIT TO

THE THEATRE



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 KINGHAM HILL
SCHOOL

THE THEATRE'S RELAXED
PERFORMANCES ARE KINDLY SUPPORTED
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THE THEATRE
CHIPPING NORTON

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WISE INVESTMENT
PLANNING FOR LIFE

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Visual Story

This visual story is designed to help anyone who wants to know more about what a trip to The Theatre will be like.



What is a Visual Story?

Visual stories show you what the Theatre looks like and describe what will happen when you come to the Theatre.



Who are Visual Stories for?

Visual stories can be extra helpful for people who have never been to our Theatre before or who might feel anxious about coming. They are especially useful for people with Autism or who are neurodivergent.



Film Guide

We also have a film which guides you through a trip to the Theatre which you can find here:

www.chippingnortontheatre.com/visit/access/get-to-know-the-venue



Contact us or Come In

You can call our friendly Box Office team anytime for help. They can organise a familiarisation visit to see the Theatre. You can reach us at **01608 642350** or:

www.chippingnortontheatre.com/contact-us



Arriving at the Theatre

The Theatre is on Spring Street in Chipping Norton. It is a tall white building surrounded by houses.

On Spring Street there is a drop kerb to the right of the Theatre next to Goddards Lane.

When you reach the Theatre, there are three steps up to the big, green front door which says 'Auditorium'. This door takes you through to the foyer.

Step free access is available just a few metres to the left through a green door marked 'Theatre Bar & Gallery'.



Main entrance



Entrance steps



Step-free access via
the Bar door



Drop curb close to main theatre entrance



Ella Blessley-Smart
Front of House Manager

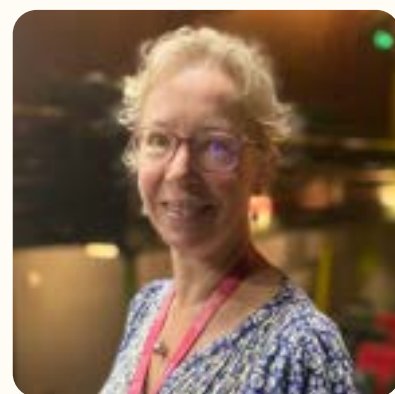


Sarah Mortimer
Deputy Front of House Manager

Ella Blessley-Smart and Sarah Mortimer are The Theatre's Front of House Team. You may be greeted by them when you arrive. Everyone working at The Theatre will be wearing a Pink Theatre branded lanyard, or a black Theatre branded shirt.



Hannah Baggaley
Head of Customer
Experience



Lucy Edwards
Assistant Box Office Manager
& Duty Manager

You may see a member of our Box Office Team, a Casual Duty Manager, a Volunteer Usher or a member of the bar team.



Ticket Collection desk



Tickets look like this



Theatre Ushers



Foyer Screen

The Foyer

In the foyer is a desk marked 'Tickets'. A member of staff will be sitting here and will ask if you need to collect a ticket. You can have tickets posted, or send an e-ticket to your email, or leave them to collect from the Theatre when you arrive.

If you need to collect tickets, the staff member will ask your name, and maybe also the first line of your address. They will then hand you your tickets.

Once you have your tickets, an usher will be ready to help.

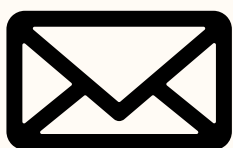
There is a screen in the foyer which will let you know when the show will finish and if there will be an interval.

Your Ticket

There are three ways you can get your tickets. You will choose when you book your ticket. (See Booking a Ticket on page 15 for more details).



This is a ticket printed for you at the Theatre. It will say the name of the show, your seat number and what door to go through. It can be posted or collected here.



Post: if you pay for your ticket to be posted to you, you will receive it in the mail.



Collection: if you ask for your ticket to be left for collection at the Box Office it will be waiting for you at the Ticket desk.



E-ticket: if you choose 'Receive my tickets as e-tickets', you will be sent an email with a pdf attachment. Click on it to find your ticket. You can either print it or show it to an usher on your phone or tablet screen.

The Bar

In the bar area you can sit and relax. There are lots of colourful paintings on the walls and places to sit. There is free water in a jug on the bar with cups for you to help yourself. You can buy other drinks or snacks.

You can sit in here at any time during your visit, even when the performance is on. There is a television screen in the bar too, which will be showing the performance.

There will be a Duty Manager in the foyer and bar area to answer any questions you may have. The duty manager will tell you when the doors are open to the auditorium. This means you can go in and wait for the performance to start.



Theatre Bar, photo taken from above



Door through to toilets



Standard toilet cubicle



Accessible Toilet

Toilets

To the right of the bar is a door which takes you through to the toilets and accessible toilet.

In the Ladies toilets there are three standard size cubicles and two sinks. In the Gents there is one standard size cubicle and urinals. There is an accessible toilet at the end of the corridor. This has a drop down hand rail.

To the right of the Bar there is also a staircase up to the balcony seats and art Gallery.

Staircase to balcony
and gallery

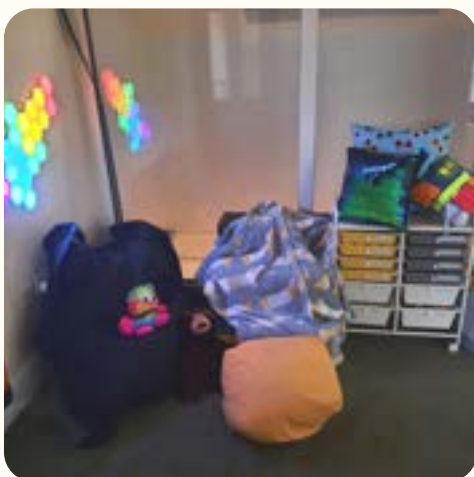
Gallery



Staircase to Gallery



Gallery



Break Out Space

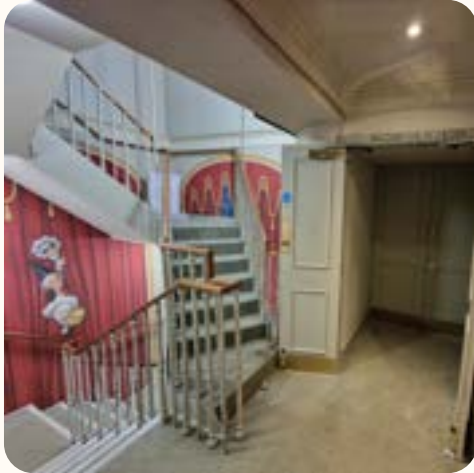
To the right of the Bar there is a staircase up to the balcony seats, art Gallery and Break Out Space. If there is a rope across the stairs these spaces are closed. If there is no rope they are open and you can go upstairs.

The Gallery is on the first floor. It has pictures on the walls and you can go in and have a look.

Pictures will be labelled and tell you all about the artist and about the themes of their work.

The Break Out Space is on the second floor. It is open during Relaxed Performances. It is a quiet space with lots of natural light where you can escape the busy over-stimulation of the auditorium and bar. You can use it during any relaxed performance.

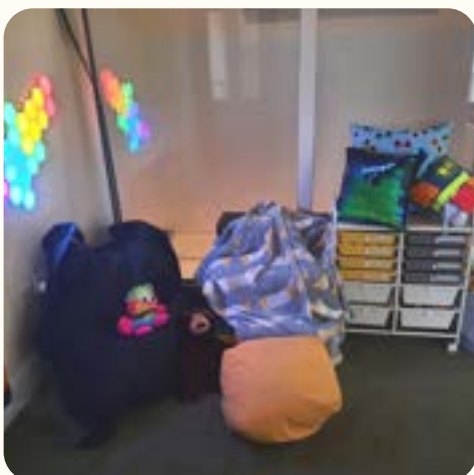
Break Out Space



Staircase to Gallery



Break Out Space sign on stairs



Break Out Space

The Break Out Space is accessed via the bar, up two staircases. If you need help getting to it or would appreciate being taken there and shown around please just ask an usher or any Theatre staff member.

The Break Out Space is on the second floor. It is open during Relaxed Performances. This is a quiet space on the top floor above the Theatre, which you are free to access for as long as you need.

In the space we have sensory lighting options, fidget toys, cushions and a range of different seating options, as well as activities such as mindfulness colouring or theatre word searches. There is a small library of children's books and beanbags in our book corner.

If you would like to access our blackout sensory den or barefoot sensory trail please just ask one of the staff members at the Theatre.

Finding your Seat

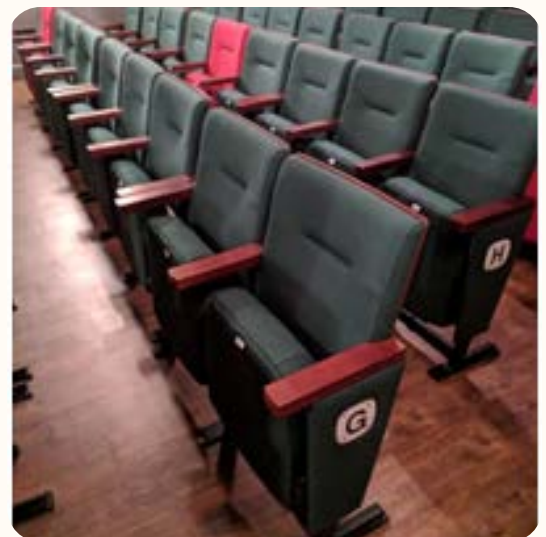
When it is time to take your seat in the Theatre you will hear an announcement. Your ticket will say which door number to go in through. Doors 1 and 2 are on the ground floor, either side of the Ticket Collection desk in the Foyer. Doors 3 & 4 are up the stairs.



Showing the Usher your Ticket

Show your ticket or e-ticket to an usher. They will help you find the right door and point you to your seat.

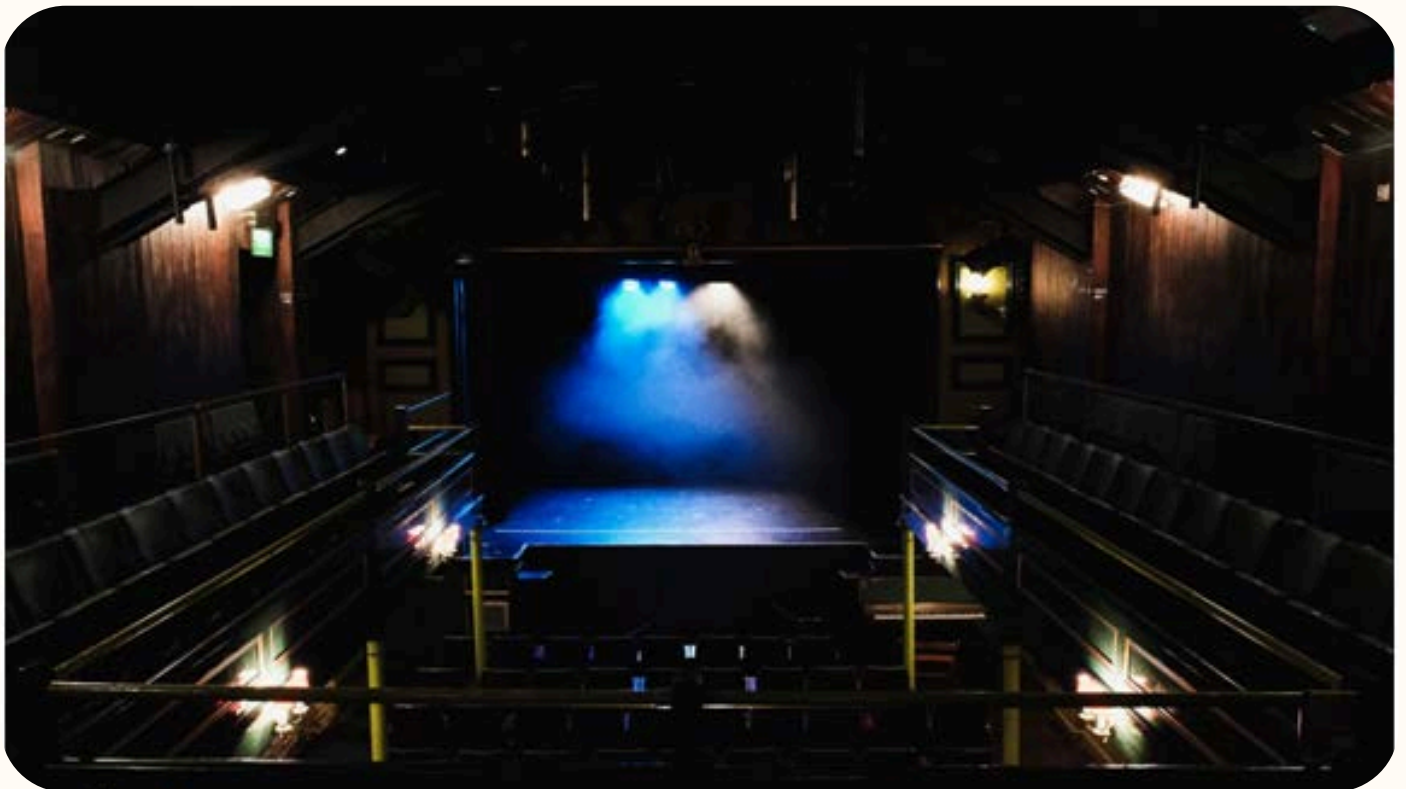
Your seat number is also on your ticket. It will have a letter and a number. The letter tells you which row to sit in. Find your row. Each seat within the row has a small number on the seat. Find your number and you have your seat.



Seats in Row G

The Auditorium

This is our auditorium. You and other people with tickets will sit on the green and pink seats to watch the performance. The show will take place on the stage.



View of auditorium from balcony



Stage Lights



View of the Seating from the Stage

Wheelchair Users

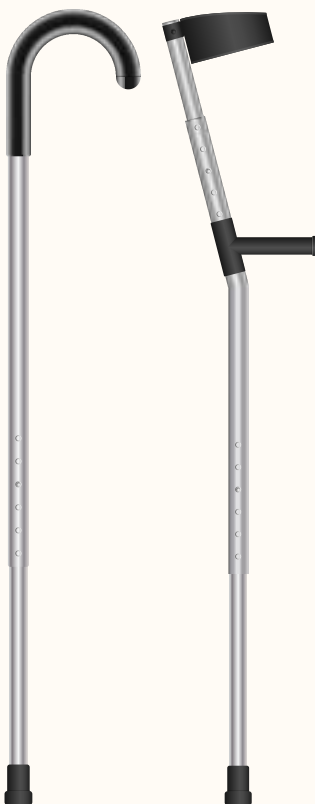


If you are a wheelchair user and have booked a wheelchair space the usher will show you to your space. A wheelchair space does not contain a seat, so you will remain in your wheelchair throughout the performance.



The seats next to yours are called companion seats and should be booked next to wheelchair spaces in advance.

Companion Seats



Due to limited space in the aisles any mobility aids (excluding sticks) must be stored in the Bar area. Audience members with restricted mobility, should be able to enter the auditorium (a distance up to 25 metres) without said means of assistance. Otherwise you may book a wheelchair space and bring a suitable wheelchair in which to sit or use our folding wheelchair. Upon arrival please speak to one of our Ushers who will be more than happy to assist you.

What will Happen Next

In a regular performance, the lights will fade to almost totally dark. Then the bright stage lights will come up on the stage and the actors will come out. The play begins!

There may be some loud noises, music, and bright lights. The actors may come down from the stage and use other doors in the theatre as part of the performance. This is nothing to be worried about. There may be moments that are happy or funny, and people laugh. There may be sad bits, or even scary bits and the audience may respond to this. This is all okay.



Darkened lights in the auditorium Young actors being a monster onstage

In a Pantomime performance the actors might ask you to join in. The audience might be very loud, shouting 'He's behind you!' for example. You are welcome to join in or not. In a Pantomime, actors may approach you, or even ask if you would like to go on stage. You can join them or say No. Everything is your choice.

Relaxed Performances

For our Panto and lots of our longer runs of shows, we have special performances with a more relaxed environment. All behaviours and needs are welcome, and differences are celebrated.

There will be a relaxed attitude to noise and movement, and everyone is free to come in and out of the auditorium during the performance. The auditorium lights are kept on throughout the performance and the doors stay open throughout. We will soften loud noises and avoid sudden or surprising moments.



Lights on in the auditorium



Twiddle muffs at Box Office

At Relaxed Performances we do not play music in the bar area. We serve free tea and coffee. At the Box Office we have twiddle muffs for you to borrow to keep hands busy while you watch, if this helps you.

We also have a Break Out Space available. This is a quiet space with access to natural light. Please note that the Break Out space is accessed via two flights of stairs.

The Finale & Leaving Us

At the end of the performance, also known as the finale, the actors will bow and people in the auditorium will clap their hands.

The lights in the auditorium will come back on and people will start to leave. You don't have to leave right away - there are about 10 minutes where you can stay in your seat if you want to.

You will head back out into the Foyer. From there you can choose if you want to sit in our Bar area for a bit or if you want to head out the doors onto Spring Street.



Leaving the Theatre, heading back out onto Spring Street

Booking a Ticket

Before you come to the Theatre, you can book a ticket online, on the phone or in-person. Our ticket sales team sit in an area called the 'Box Office' and are happy to help.

Online: tickets can be booked at www.chippingnortontheatre.com

Phone: give our friendly Box Office team a call on **01608 642350**. They will be very happy to book your ticket.

In-person: Come to our Box Office and we will help you book tickets in-person. You can see our opening hours here: www.chippingnortontheatre.com/visit/booking-information



Goddards Lane Box Office

Our Box Office is just round the corner from the main Theatre entrance, on Goddards Lane. The road is a steep slope. You will see a sign on the door which says 'Box Office'. Come on in through the two sets of doors and we will help you.

Familiarisation Visits

Familiarisation visits can be helpful if it is your first time coming to the Theatre or if attending might cause any anxiety. If this is the case for you or your child, please call our Box Office and let them know you would like a familiarisation visit.

Our Box Office team will organise a time for you to visit, and let you know how to get to us and where we will meet you. If useful, we can arrange to meet at our step-free access Spring Street entrance. When you arrive, one of our friendly team will show you around.

You will get to see the auditorium including your specific seat if you have booked one. You can also see the ticket collection desk, bar, toilets and other spaces. Our staff member will walk you through the process of coming to the Theatre and will be able to answer any questions you or your family might have about your visit or about the performance.

To book a familiarisation visit, please call us on **01608 642350** or message us here:

www.chippingnortontheatre.com/contact-us

We can't wait to see you at the Theatre soon!



The Theatre Staff Team, looking forward to seeing you soon

