

Access Guide

Welcome

We're proud to have been named one of the UK's Most Welcoming Theatres in 2015 (UK Theatre Awards - Regional Winner for Yorkshire and Humberside).

We offer British Sign Language (BSL) Interpreted, Captioned, Audio Described and Relaxed Performances across our programme as well as Touch Tours prior to some Audio Described performances.

We're keen to ensure that you have an enjoyable experience when you visit us – please tell us if there's anything that we can do to improve the service or facilities we offer. Feedback forms are available at Box Office, you can email access@sheffieldtheatres.co.uk, or speak to Box Office staff in person or by phone **0114 249 6000**.

Tickets

Tickets for all accessible performances can be booked at the Box Office in person or by phone on **0114 249 6000**. If you have any queries about booking please call us or email access@sheffieldtheatres.co.uk. Audio Described, BSL Interpreted, Captioned, Dementia Friendly and Relaxed Performances can be booked online at sheffieldtheatres.co.uk, however we always recommend contacting us to discuss your requirements when booking. Our Box Office team can advise on available equipment, facilities and the best position in the auditorium. Wheelchair spaces and Touch Tours cannot currently be booked online.

Customers who benefit from the assistance of a companion can claim one free companion seat, please book at the Box Office in person, by phone or by email.

Further Information

For further details about our facilities and accessible performances, or to join our free mailing list, please contact the Box Office on **0114 249 6000** or email access@sheffieldtheatres.co.uk

Accessible performance listings can be found in a separate leaflet available from the Box Office, or downloaded at sheffieldtheatres.co.uk/your-visit/access-facilities.

A range of formats of Sheffield Theatres' brochure can be provided on request.

Your Journey to the Theatre

Located on Tudor Square in the heart of Sheffield City Centre, both the Crucible and Lyceum are accessible for all.



By Car

If you are arriving by car, the nearest drop off point is Norfolk Street. On-street parking for blue badge holders is available on Norfolk Street and Surrey Street (both less than 50m).

Sheffield Theatres work in partnership with **Q-Park** to provide safe and secure parking in Q-Park's Charles Street car park, located on Arundel Gate. Q-Park offers 20 spaces for blue badge holders and is located a short (3 minutes, 320m) walk from the Theatres. There is lift access to all floors and level access onto Tudor Square. If you are using a Sat Nav please use the postcode **S1 2NJ**. Audience members are offered discounted parking for both evening and matinee performances when parking at Q Park, Charles Street. Please visit the Box Office or speak to a member of the Front of House Team to collect a voucher for discounted parking.

Taxis

Sheffield Theatres' preferred taxi partner is **Sheffield City Taxis Ltd**. City Taxis have cars accessible for people with limited mobility and wheelchair users. If you wish to book a taxi please call **0114 239 3939** or book online at **citytaxis.com**.

By Bus and Tram

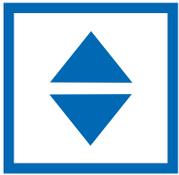
There are many buses which you can use to get to the theatre. Some stop on Arundel Gate (50m from the theatre) other buses stop on the High Street (330m from the theatre).

There are two Supertram stops approximately 400 metres from the theatre. These are Castle Square and Cathedral and are situated on the High Street. All trams are fully wheelchair accessible.

By Train

We are 5-10 minutes (350m) walk from the train station and the transport interchange nearby. To get to the theatre from the train station, cross the road and walk straight up Howard Street, by Sheffield Hallam University. Cross over Arundel Gate at the pedestrian crossing and Millennium Galleries is in front of you. Walk up the ramp to the right of the gallery entrance and continue along Surrey Street until Tudor Square and the theatres appear on your right.

The Building and Facilities



There are level entrances to the main foyers and lift access to each floor of both the Crucible and Lyceum. The lift in the Crucible is located to the right of the main entrance as you enter the building. The lift in the Lyceum is accessed via the Stalls Bar (to the right of the main entrance).



Accessible toilets are located in both buildings, the Crucible also has a **Changing Places** toilet.



The main Box Office, located in the Crucible, features a lower counter. There are spaces in each auditorium for wheelchair users, which can be booked by calling the Box Office (not currently available online), as well as a number of seats with level access.

For customers with limited mobility, our Box Office team can advise on the best areas to sit, including whether there are any steps to navigate.



Assistance dogs are welcome in public areas of the theatre, including the auditorium during the show. Alternatively we can take care of them during the performance, we ask that you pre-book your dog if you would like us to do this.



A **loop system** is available at the Box Office counter and we operate an **infrared system** in the auditorium.

Accessible Performances

We recommend that when booking for accessible performances you contact our Box Office team who can ensure that any relevant equipment is reserved for you and that you are in the best position in the auditorium.



Audio Described Performances and Touch Tours

Audio description provides a live commentary of the action on stage, interspersed with the actors' dialogue. Description can be listened to via a headset linked to the infrared audio system.

Some Audio Described performances are preceded by a Touch Tour offering the opportunity to familiarise yourself with the set, props and costumes in advance of the performance.



British Sign Language Interpreted

Most productions include a performance that is BSL Interpreted. Box Office staff can advise on the best seats for a good view of the interpreter and stage.



Captioned Performances

Most productions include a performance that is captioned. Captioning converts the dialogue and sound effects on stage into text which is displayed on a screen on or near the stage. All Studio captioned performances offer captioning through hand-held tablets.



Relaxed Performances

In a Relaxed Performance audience members can move around freely, leave and enter the auditorium as needed, the lights never go completely dark and sound effects are softened.



Dementia Friendly Performances

We are a Dementia Friendly building and offer a welcoming place for those living with Dementia. In January 2017 we will offer our first Dementia Friendly performance, which will include a pre-show singing workshop and a supportive environment for our audience. Every month we host a Dementia Friendly Tea Dance (please contact our Box Office for forthcoming dates).