

What to expect at A.C.T.'s Toni Rembe Theater



A Sensory Friendly Performance Access Guide

Overview



Welcome to A.C.T.'s Toni Rembe Theater! We're excited that you're joining us for an accessible performance.

This document has been created to help you know what to expect when you come to the theater. You'll find information about each part of your experience; arriving, getting comfortably to your seat, and expectations about the performance.

Before Your Visit

We recommend purchasing tickets before the day of the performance. You may purchase tickets on the day of the show, but they may already be sold out. You can purchase tickets for any show before your visit by:

Going to A.C.T.'s website: <https://www.act-sf.org/>

Emailing at tickets@act-sf.org

Calling the Box Office at: 415.749.2228

Visiting the Toni Rembe Theater's Box Office at 405 Geary Street, San Francisco, CA 94102

If you prefer to visit the Box Office for assistance, please call for hours as they vary. Generally, the Toni Rembe Theater Box Office opens for walk up on performance days at 12pm and closes 15 minutes after curtain.

COVID Protocols

At this time masking is strongly encouraged but not mandated.

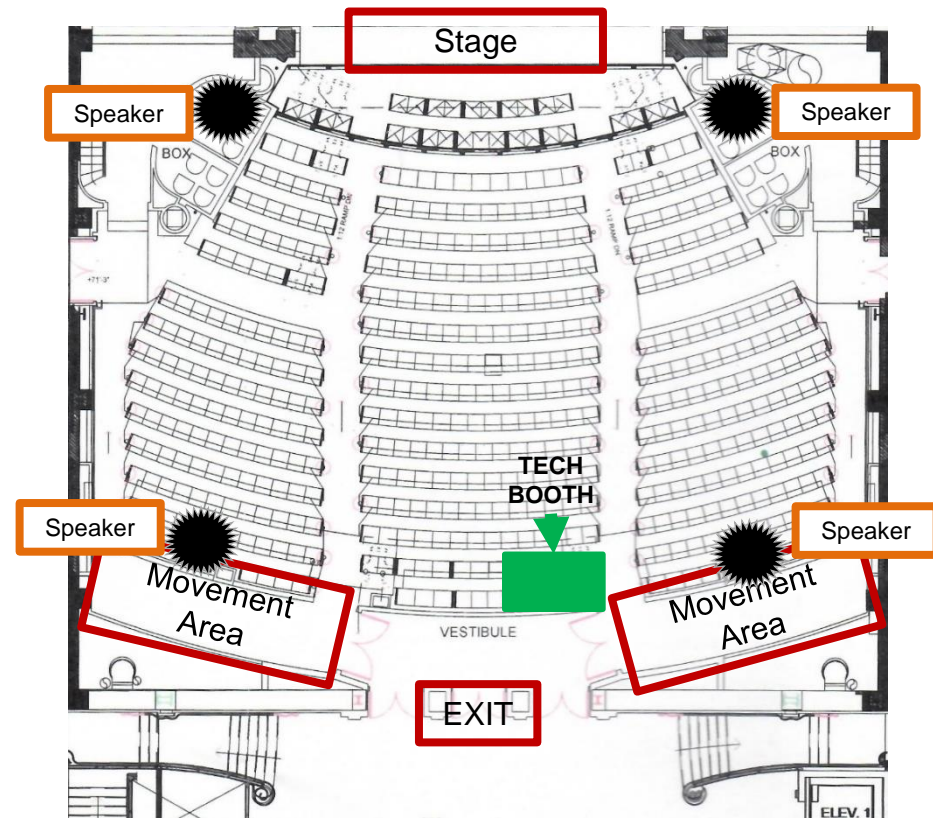
KN95 masks are available for guests at no cost in the lobby.

Ask any of our staff if you'd like a mask.

[Click here for the specifics on our latest COVID safety protocols.](#)

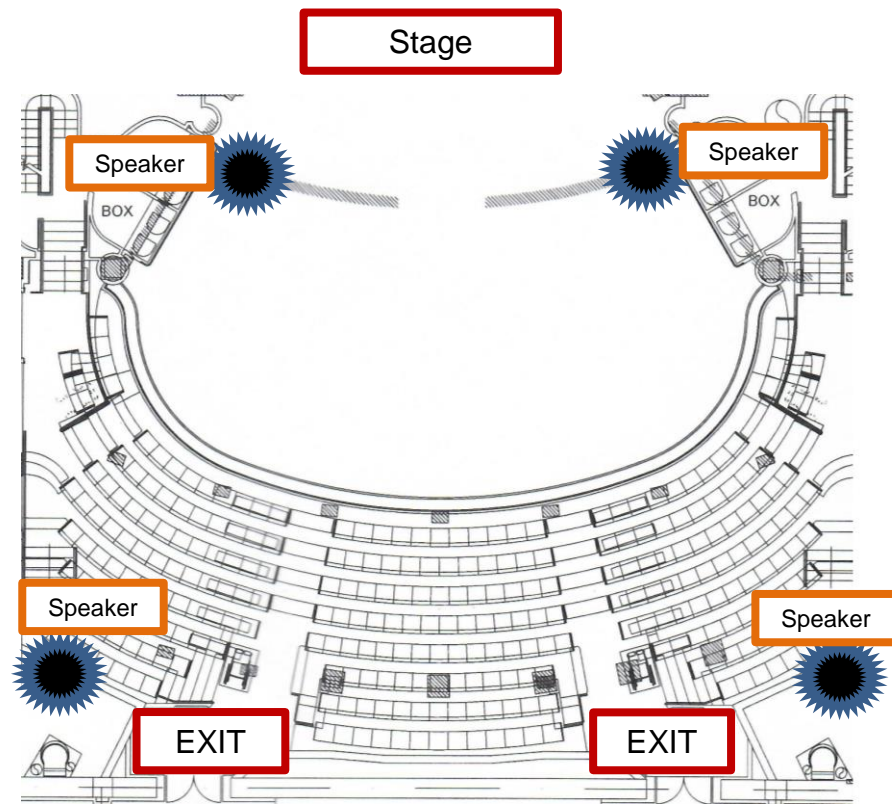
Choosing a seat - Orchestra

- When you purchase a ticket, you can select your seat based on the seats that are available.
- If you are sensitive to sound, you may want to pick a seat that is farther away from the speakers.
- If you like to take breaks during an event, you may want to pick a seat close to an exit.
- If you like to move you may want to sit close to the movement area.
- If you already purchased tickets and need to change your seats based on this information, please call the Box Office at 415.749.2228. They will do their best to move your seat.



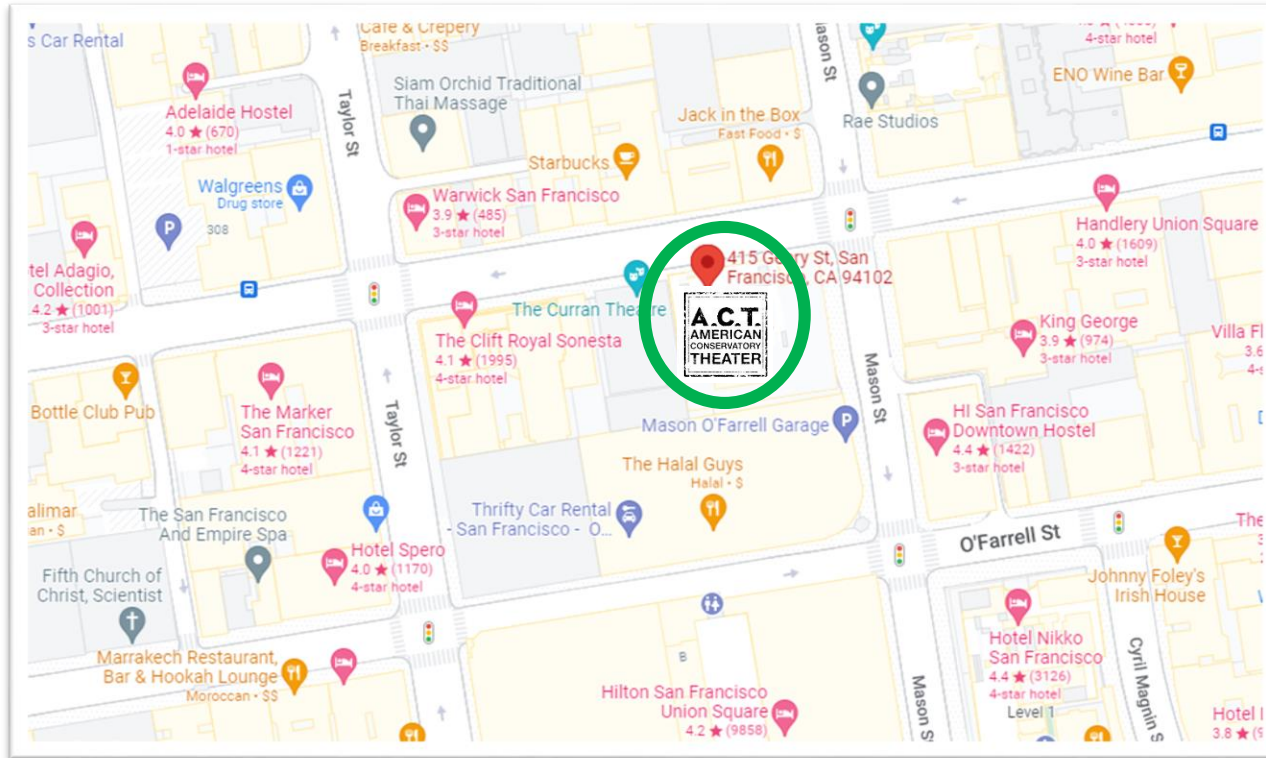
Choosing a seat – Mezzanine

- Mezzanine seats are in a balcony directly above the Orchestra
- When you purchase a ticket, you can select your seat based on the seats that are available.
- If you are sensitive to sound, you may want to pick a seat that is farther away from the speakers.
- There is no safe movement space in the Mezzanine, so if you like to move you may want a seat in the Orchestra.
- If you already purchased tickets and need to change your seats based on this information, please call the Box Office at 415.749.2228. They will do their best to move your seat.



GETTING TO THE THEATER

A.C.T.'s Toni Rembe Theater is located at 415 Geary St. near Union Square, in San Francisco.



To get to the Toni Rembe Theater you may walk, take a car or public transportation.



If you are taking a car service or use Paratransit, you may be dropped off directly in front of the theater.

Getting to the Theater – Public Transportation

If you're taking public transportation to the Toni Rembe Theater you can use BART or MUNI at the Powell Street Station.

Tram: F

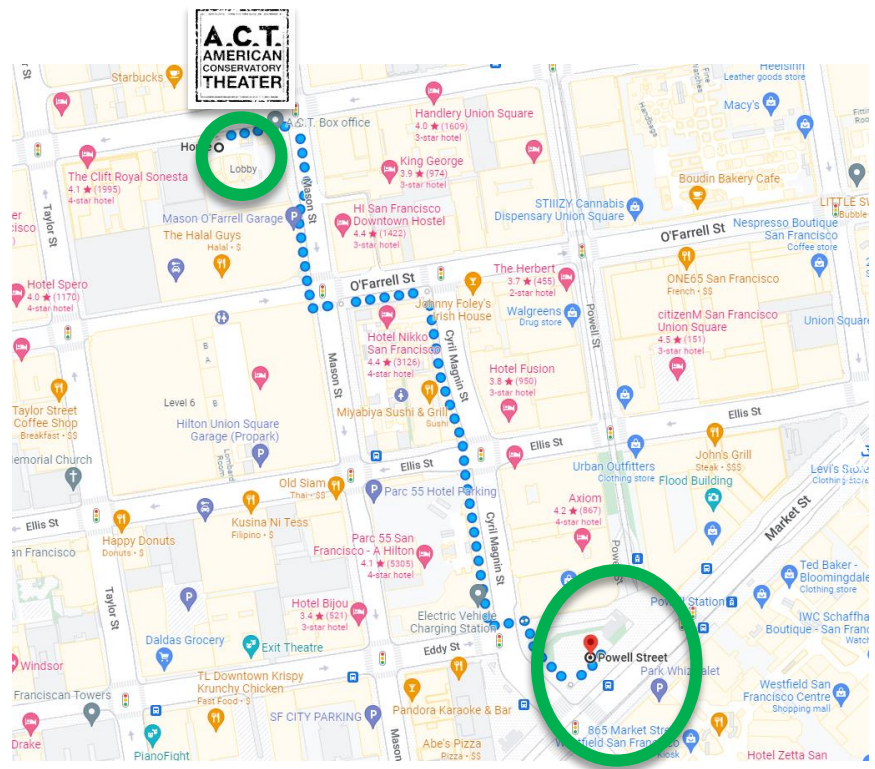
Bus: 6, 7, 7R, 7X, 9, 9R, 21, 31, K-OWL, L-OWL, M-OWL, N-OWL

For more detailed public transportation information, visit the [Bay Area's 511 Take Transit Trip Planner](#).

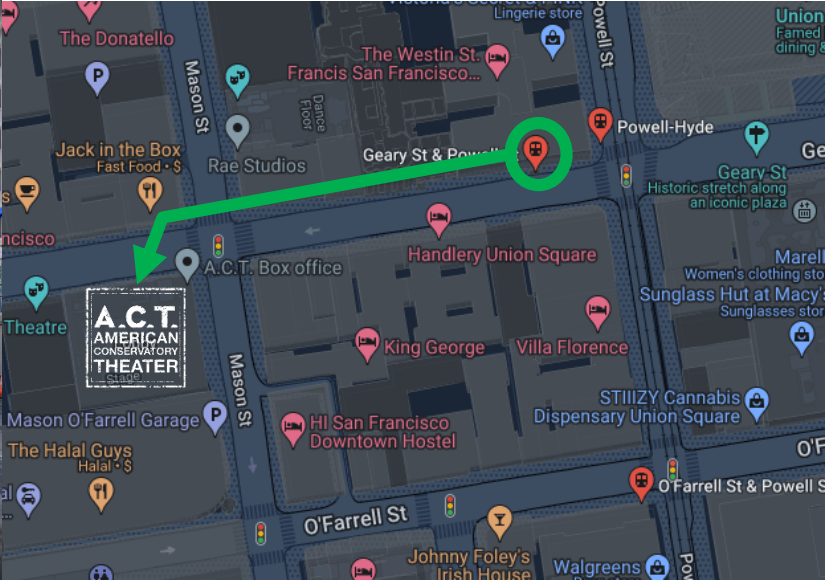
You may also take the MUNI, 38 Geary bus to be dropped off on Geary within a block of the theater.

BART – Powell St. Station (All lines into Powell St.)

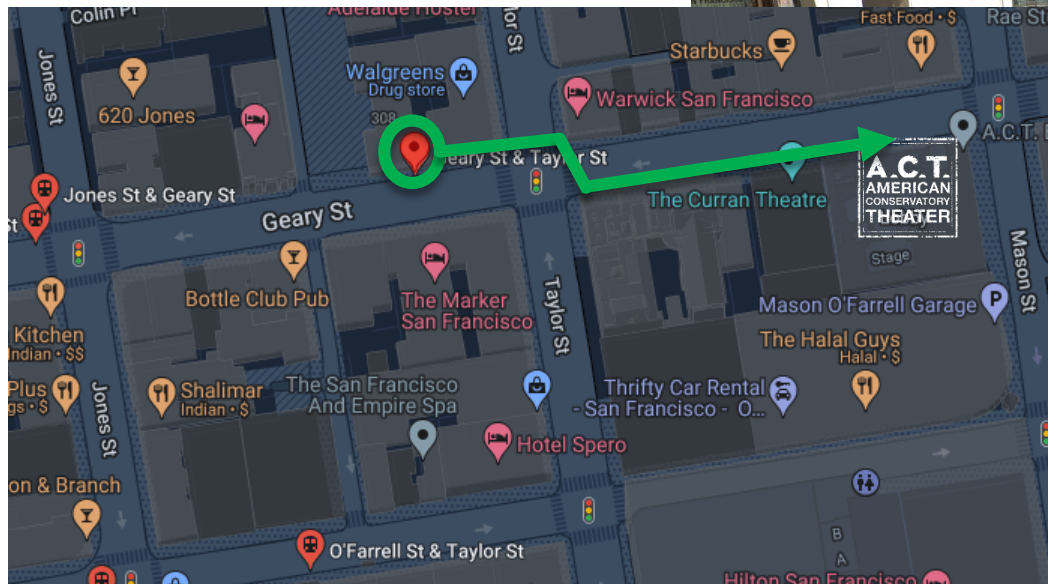
From the Powell St. Station, the Toni Rembe Theater is a 6 minute journey via Cyril Magnin or Mason Street.



MUNI – 38 Geary – Geary and Powell Stop

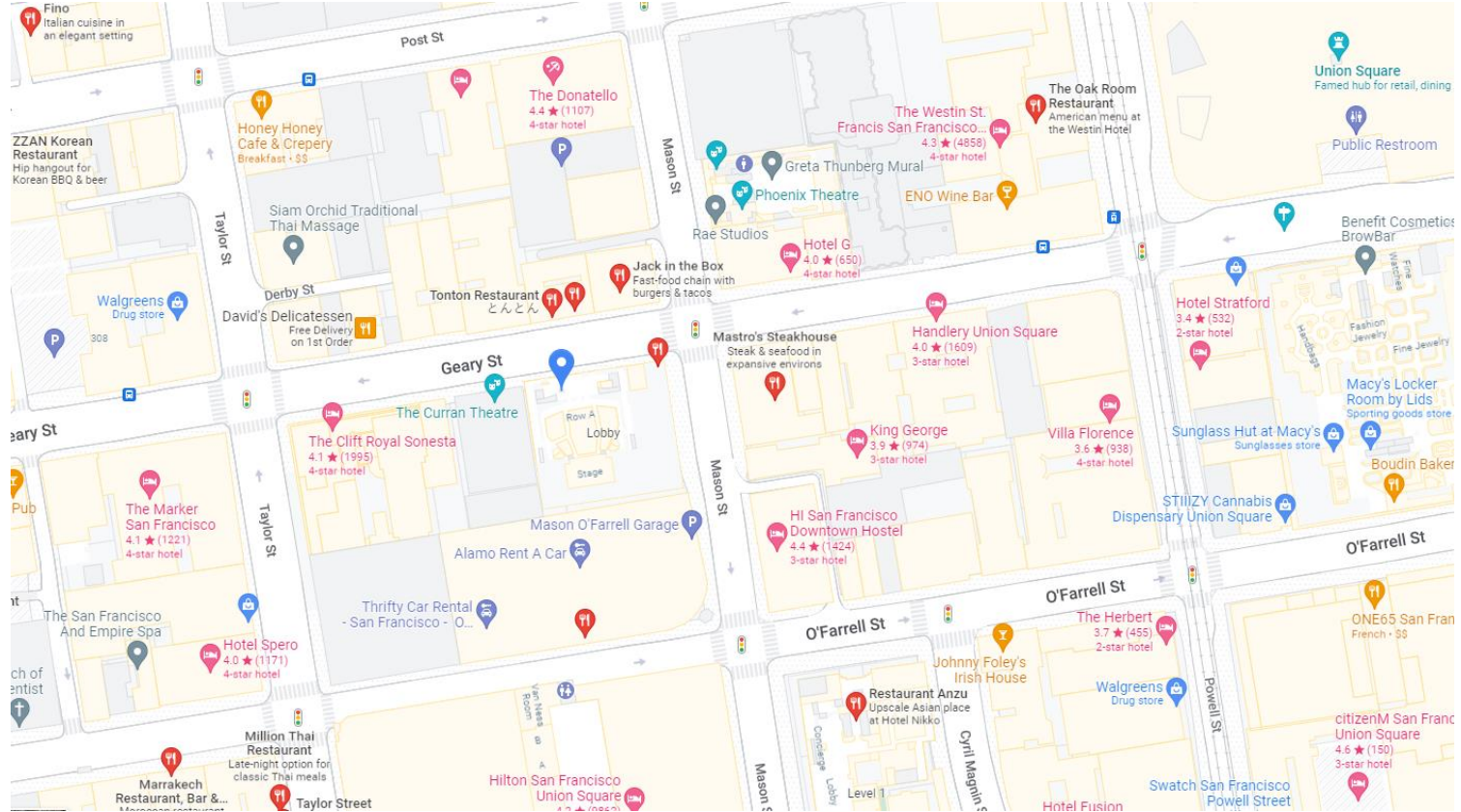


MUNI – 38 Geary – Geary and Taylor Stop



Dining options nearby

There are many dining options around the Toni Rembe Theater in Union Square.



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There are many dining options around the Toni Rembe Theater in Union Square. Below are some of the closest options that are accessible and reasonably priced for San Francisco.

Restaurant	Cuisine	Cost	Accessibility	How Far?
Pinecrest Diner	American Diner Food	\$\$	Very small. Booth or counter seating may be a challenge for people who use wheelchairs.	Next door to the box office
Jack In The Box	American Fast Food	\$	No stairs, accessible seating	Directly across Geary from the box office
The Thonglor	Thai Food	\$\$	No stairs, small but accessible seating	Directly across Geary from the theater lobby
Oma Sushi	Japanese, sushi, bento, etc.	\$\$	No stairs, small but accessible seating	On O'Farrell, a two minute walk
Mason Diner	American Diner Food	\$\$	No stairs, accessible seating	On Mason between Geary and O'Farrell
The Halal Guys	American Halal Food	\$	No stairs, accessible seating	On O'Farrell next to the Mason O'Farrell parking garage.

ARRIVING AT THE THEATER – Picking up tickets at the Box Office

When you arrive, you can pick up tickets at the Box Office at 405 Geary St., under the red awning.

BOX
OFFICE

ACCESSIBLE
ENTRANCE



ARRIVING AT THE THEATER – Entering the theater

When you arrive, you can enter the building using the steps or the accessible entry door on the far right. There are no steps at the accessible entry door.



ARRIVING AT THE THEATER – Entering the theater

As you approach the theater there are staff at the door who can help.

Some wear red jackets and A.C.T. name badges. Others wear black jackets with neon green lines.

They will ask to look inside any bags you have to make sure you don't have any dangerous items. They will not take your food, water, or personal items away from you.



As you enter the building, we suggest you wear your mask.

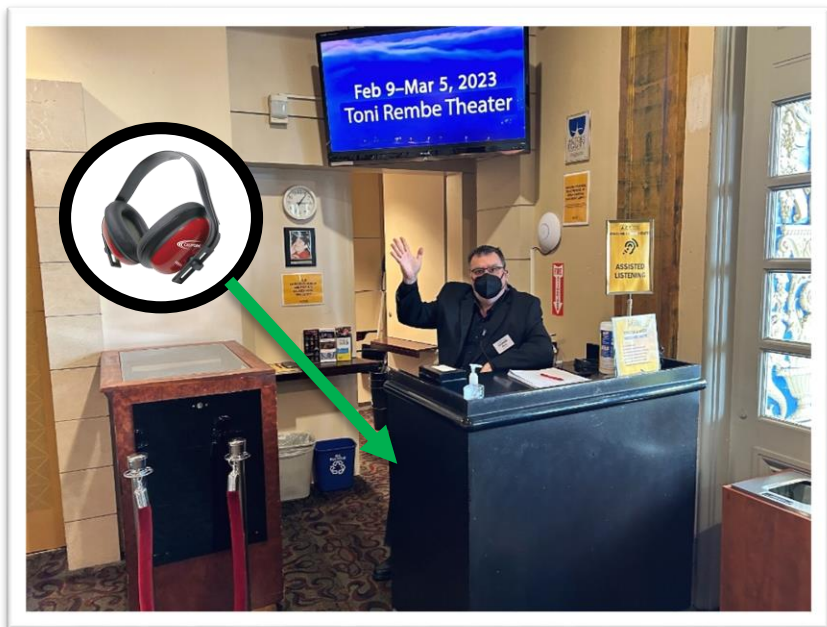
It is not mandatory that you wear your mask.

If you'd like a new mask, you can ask an usher for one.

A ticket taker will welcome you and scan your ticket. They will tell you how long the show is and how to get to your seat.

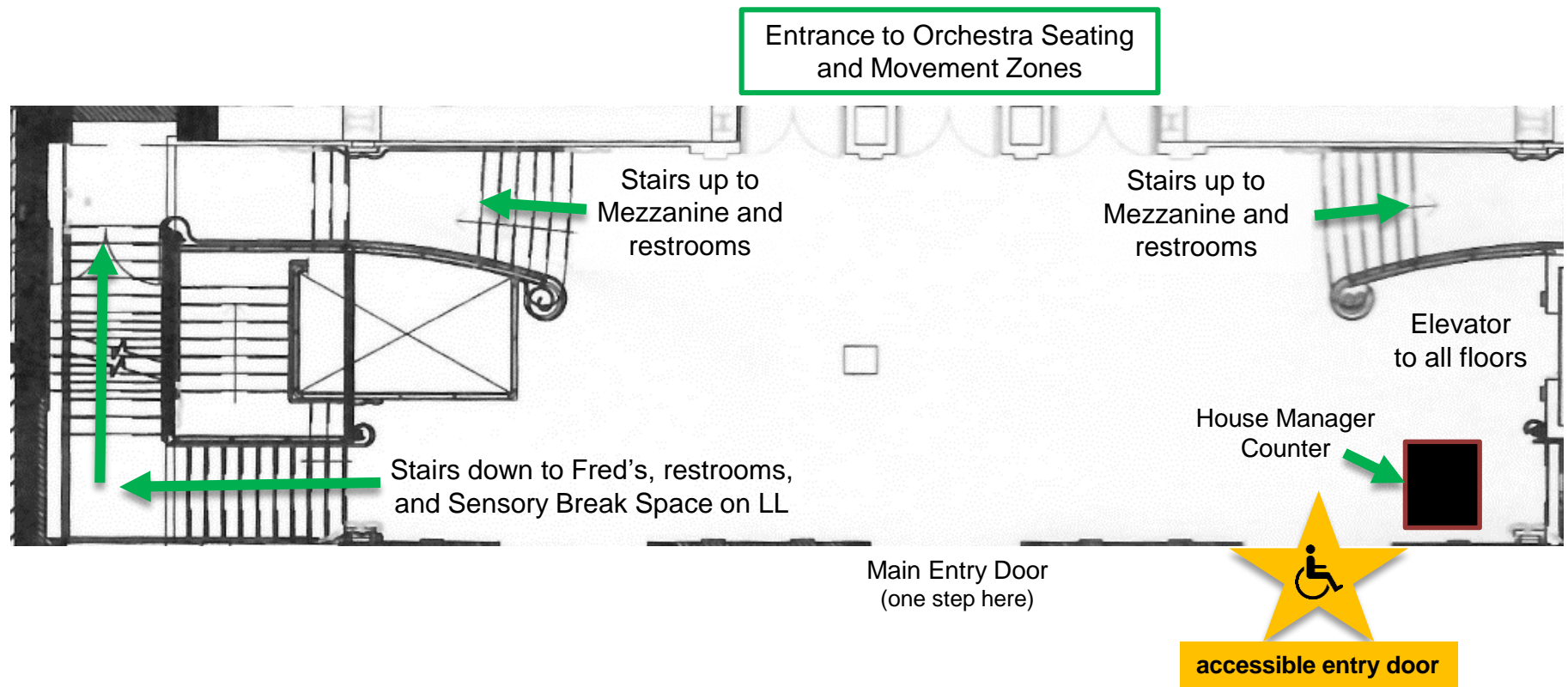


After your ticket has been scanned you will move past the ticket takers into the lobby. The lobby is small and carpeted. There may be a lot of people in the room talking loudly. There may be music playing.



If you'd like a pair of noise reducing headphones or earplugs, you may get them from an usher. There will also be headphones, earplugs, and fidgets available in a bin at the black House Manager usher stand next to the elevator in the lobby.

You can refer to this map to understand where important spaces are in relation to the lobby.

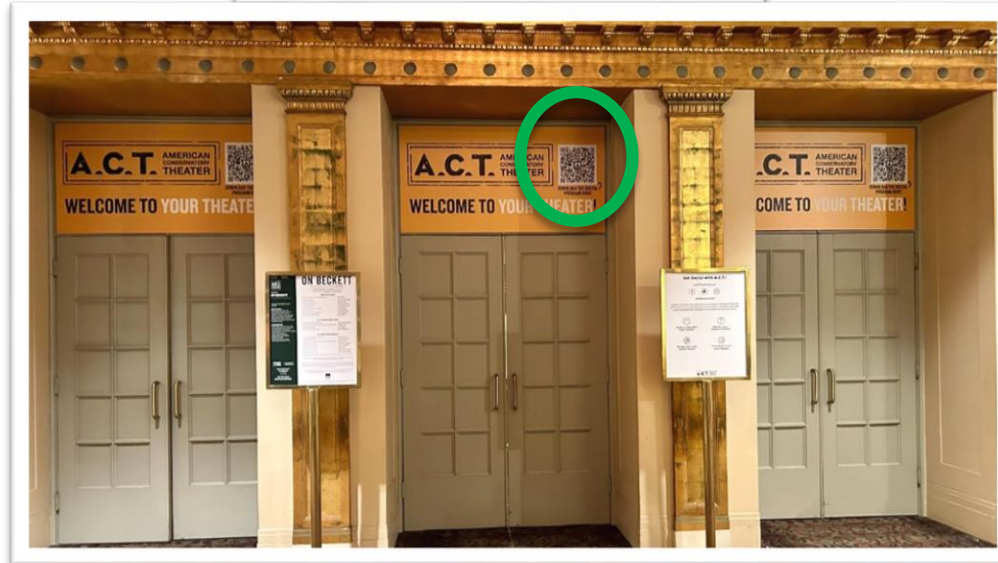
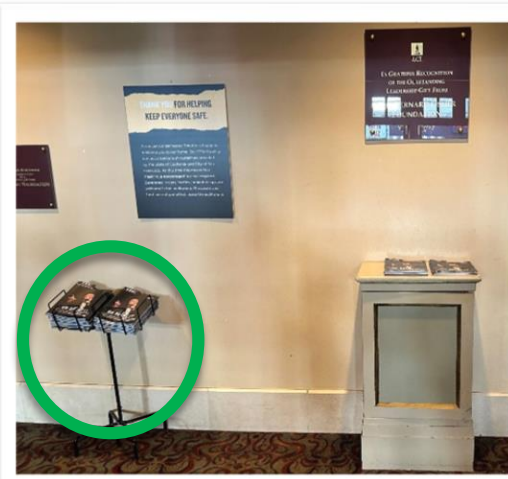


Geary Street

You can find a paper program in the lobby. The program shares more information about the creative team and the show.

You can also scan a QR code in the lobby to see the program on your mobile device.

The paper program and the digital program are the same.



The Toni Rembe Theater has one theater, two bars, and two mobile bars in the lobbies.

The lobbies may have a lot of people in them and there may be short lines for food and snacks at the bars. Fred's is a good place to have a snack or drink before the show.

Food may not be eaten in the theater. Drinks may be brought with you into the theater as long as it has a sipping lid on it, or is in a small bottle or a can.

**You can ask for a straw if you need one.
Open glassware is not allowed in the theater.**

You can enjoy drinks and snacks in the lobbies.



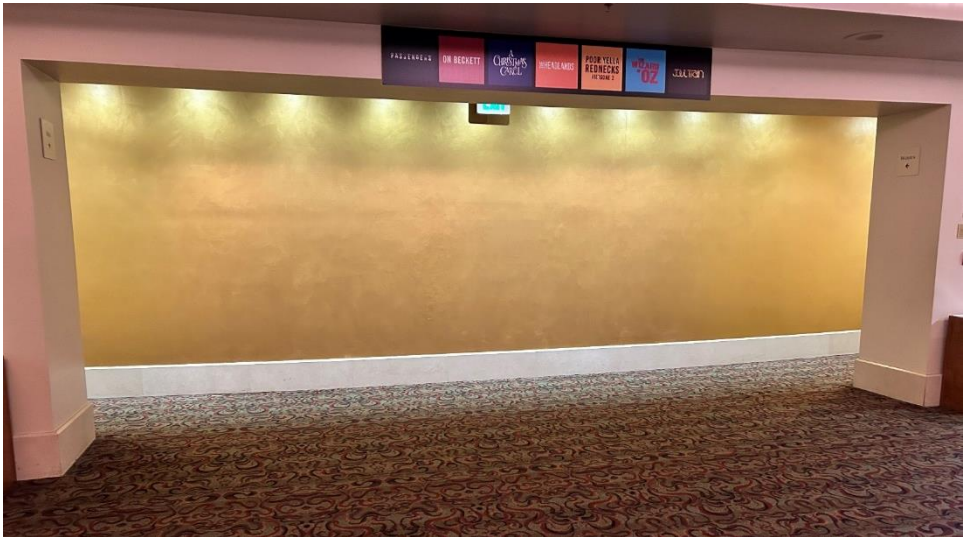
BEFORE THE PERFORMANCE

If you arrive early, you can relax in Fred's, the bar on the lower level.



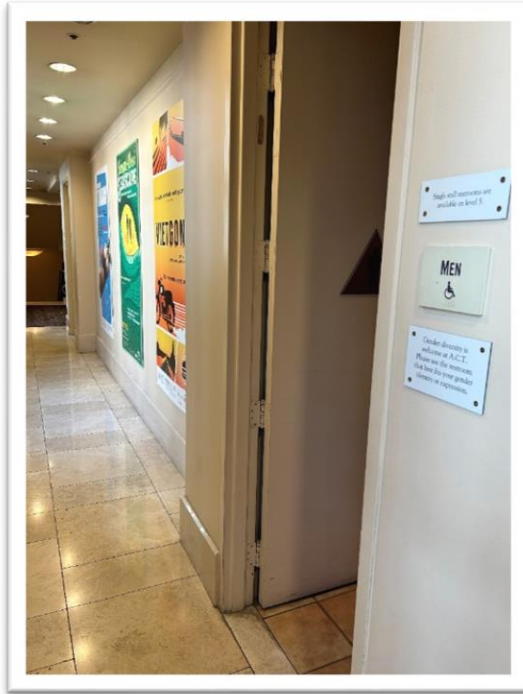
Fred's is accessible by stairs and elevator.

You may want to visit the restroom before the show. The nearest restrooms to the orchestra are on the lower level, on either side of the gold wall in Fred's. All restrooms have wheelchair accessible stalls.



You can ask a staff member if you need help finding the restroom or anything else.

There are restrooms on the 2nd floor near the Mezzanine.

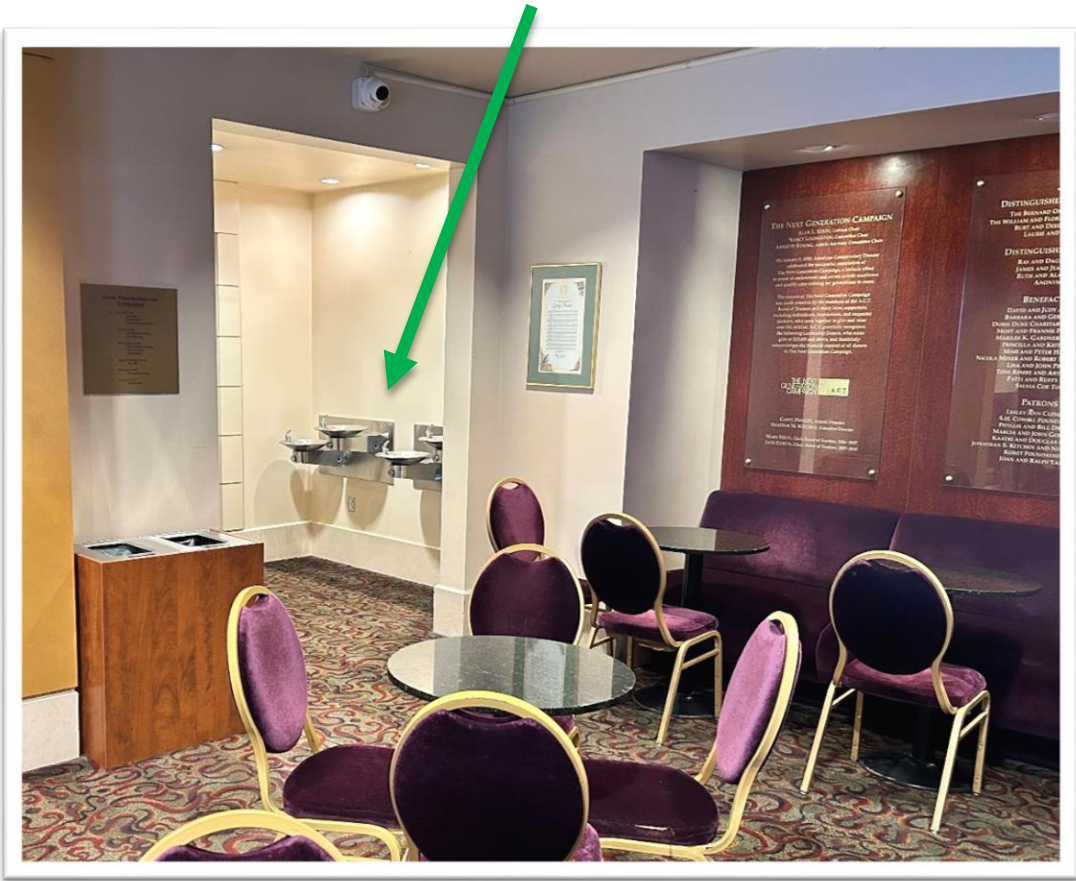


There are gender neutral restrooms available. There are also companion care restrooms available. You may ask a staff member if you'd like to access them.

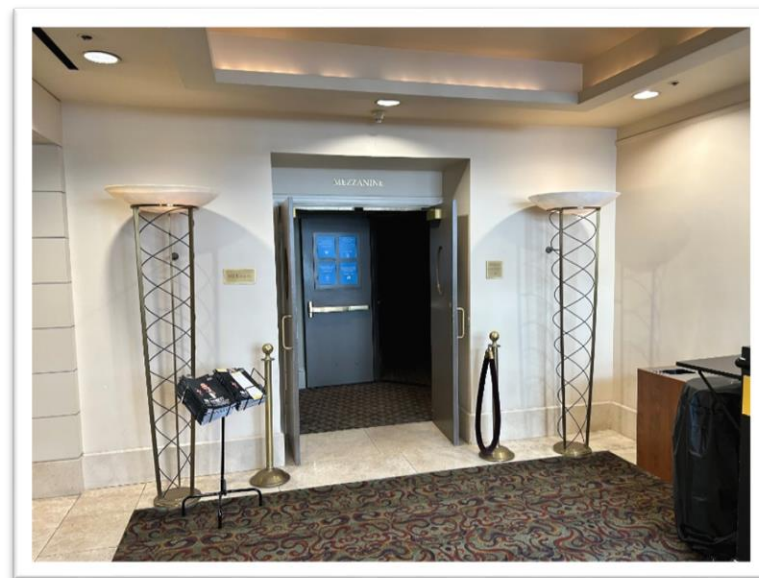
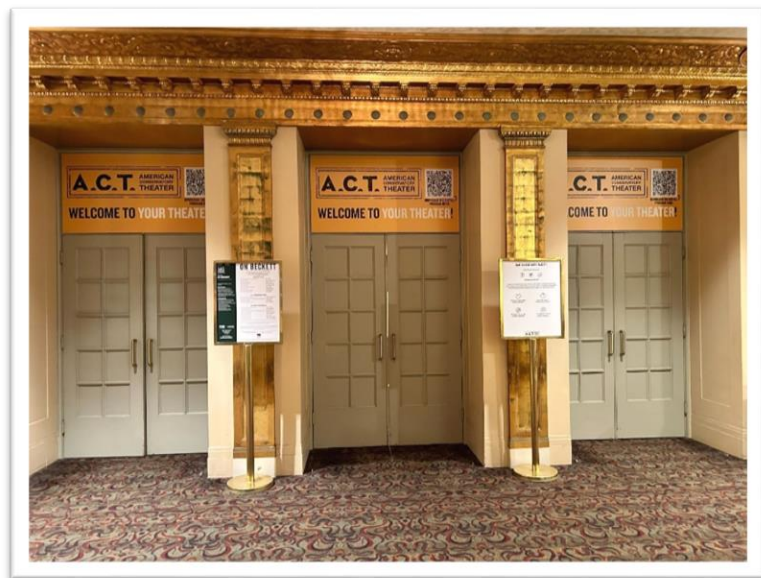
There are restrooms on the 5th floor and water fountains close by, near the elevator.



There are also water fountains on the lower level, in Fred's, near coat check.



You will enter the auditorium from either the orchestra or mezzanine entrances.



There will be an announcement and bells telling you when it's time to enter the theater.

An usher will ask to see your ticket and will point out your seat. They may ask you to go meet another usher that they point out, who will help you to your assigned seat.

If you need a booster seat the usher can get one for you.

Once you are seated, you may have to wait in your seat for a little while before the show begins.

The experience of seeing a live performance may be new to you. Or, this may be one of the first times you are returning to the theater in a while.

It is okay to feel nervous, excited, or overwhelmed. If you need to make some noise, take breaths, or move about a little bit, that is okay.



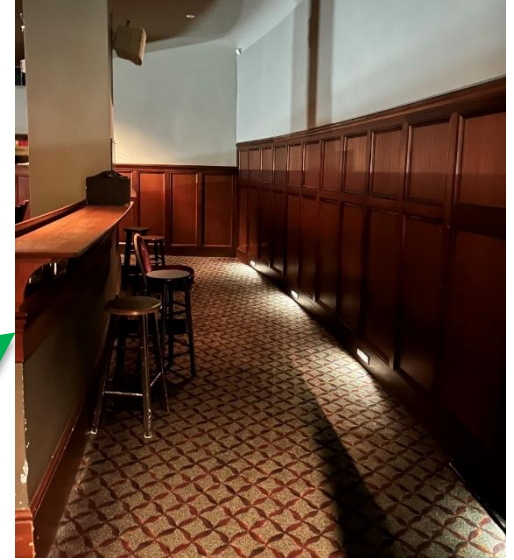
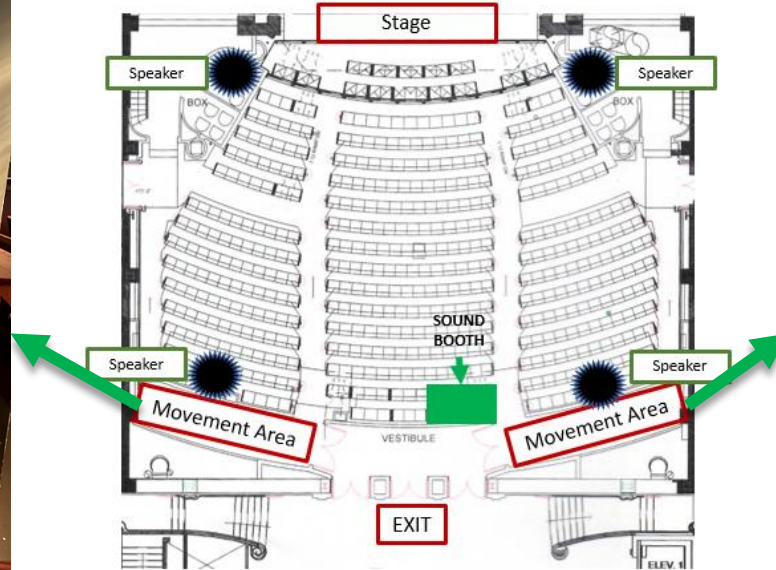
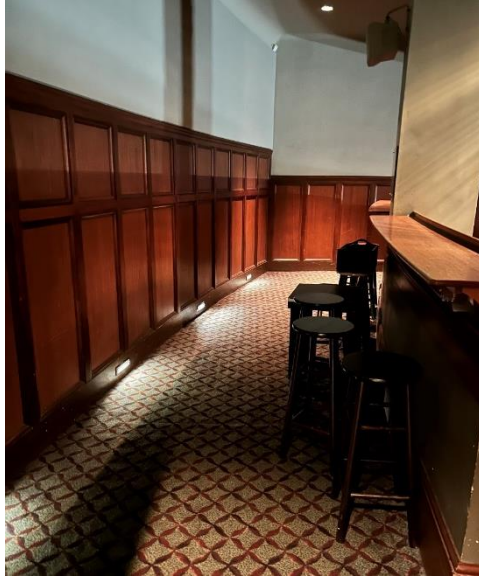
DURING THE PERFORMANCE

The show will begin. During the show, you may not take pictures or videos of the performance.



The lights will dim but won't turn off completely. There will not be any flashing lights or abrupt transitions. The sound levels are lowered. The theater is very close to Geary Street so sometimes you may hear buses or sirens outside of the theater.

It is not safe to move around a lot in the aisles. If you need to move around more during the show, you can go to the movement area in the back of the orchestra level. There will be tape on the ground indicating the movement area.



This is a place where you can be in the theater and move more freely. Please keep the taped pathways clear and be aware of ushers who may move throughout the area during the show.

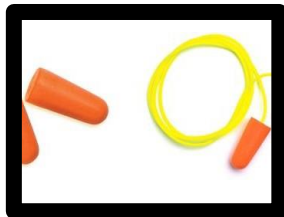
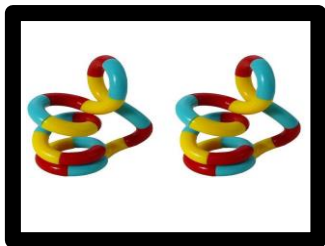
If you need support during the show, you can find an usher or staff member.

They will be wearing an A.C.T. name badge, and sometimes, an A.C.T. shirt.

The ushers and staff are friendly, open, and welcoming.



Ushers will have a variety of fidgets available. Fidgets may help you feel calm or focus. The ushers will also have ear plugs and noise reducing headphones for you to borrow during the performance.



If you do not feel comfortable asking an usher, you can find sensory items, ear plugs, and headphones in bins at the House Manager Counter or in the movement area.

**If you need a break from the performance, you can leave the theater.
There is a break area in Fred's on the lower level.**



**You can access Fred's by stairs or by elevator in the lobby.
A staff member can help direct you to this location.**

In the break area there will be bean bag chairs, weighted lap mats, calming activities, and space to move around.

While you are in Fred's you can also watch the performance on a screen.

This is also a good place to go if you need to have a small snack during the performance.

You can return to the performance if you are ready or you can stay here.



There will be an intermission in the middle of the performance. The curtain will close and the audience will clap.

The lights at your seat will get brighter and most people will take the opportunity to visit the bathroom and maybe stop at one of the bars for a drink or a snack. The intermission usually lasts 15 minutes.

You will hear bells and a “5 minutes” message when it’s time to go back to your seat. Bells will be played again as it gets closer to the show beginning again. When the show is starting, the lobby lights will dim and the bells will stop.

If you need extra time and want to wait in the movement area, you may.

AFTER THE PERFORMANCE

When the show is over, everyone will applaud and cheer. It may get a bit loud.

Then you will exit the theater.

This may take a few minutes and be a little crowded because the whole audience may try to leave the theater at once. The ushers help make this process smooth. If you need to wait a moment for things to get calmer you are welcome to.



If you took earplugs, you may keep them.



If you borrowed noise reducing headphones, please return them to an usher or a collection bin at the House Manager counter before you leave.

You may spend some time in the lobby before you leave.



If you are waiting for Paratransit you may wait in the lobby until they arrive.

**We hope that you have a good experience
and will join us for another performance in the future!**

