



# VISITING OUR VENUE: A VISUAL GUIDE



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A visual guide has information and pictures to prepare you for your visit to a venue. It's like a map of the building - it will show you where to go and what to expect.

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# ABOUT THE VENUE



Performances take place in one of our three spaces. This show will be in the:

## **Theatre (Level 2 and 3)**

It can hold up to 233 audience members.

It is divided into **Stalls** on Level 2, which has a 159 capacity, and the **Balcony** on Level 3, which has a 74 capacity (seated and standing.)



We have a **Box Office** you can buy tickets from. We recommend buying your ticket ahead of time, but on occasion tickets may be available to buy on the day/night of the performance. Please note we are a cashless venue.

It is open from **10am - 6pm, Monday - Sunday**, or until **30 minutes** after the last show of the day starts.

# ABOUT THE VENUE



We have two bars serving drinks and snacks.

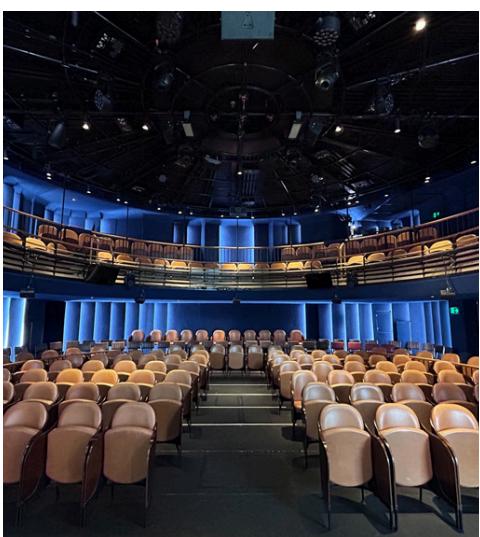
## Main Bar - Level 1

Open 11am - late.



## Stalls Bar - Level 2

Open at least **30 minutes** prior to performance start time.



Theatre doors open **30 minutes** before the performance starts.

# ACCESSING THE VENUE

We are located on the corner of a crossroads in Soho. The venue is accessible via Walker's Court and Peter Street.



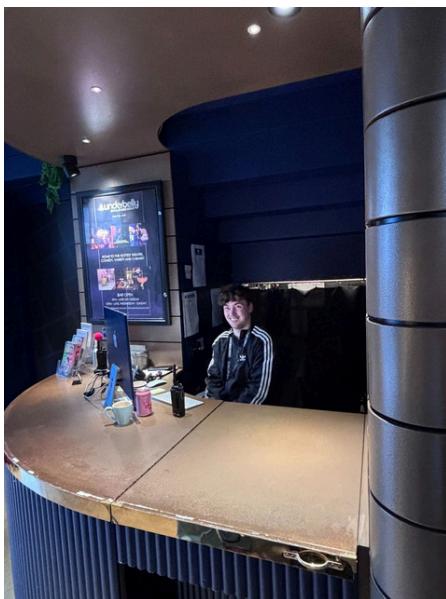
Peter Street approach



Walker's Court approach



Main entrance



When you arrive you will be greeted by our Box Office team or one of our friendly security guards.

You will be asked if you have a ticket to a show or if you're visiting the Bar.



Our staff will be easily identifiable by the black t-shirts and purple lanyards they wear.

Should you need any support during your visit, do not hesitate to speak to a member of staff.



Once you've identified where you're going, can use the **stairs or the lift** to either Level 1 or Level 2.

The **stairs** are located on the right, in front of the main entrance door.



The **lift** is located on the left side of the Box Office desk.

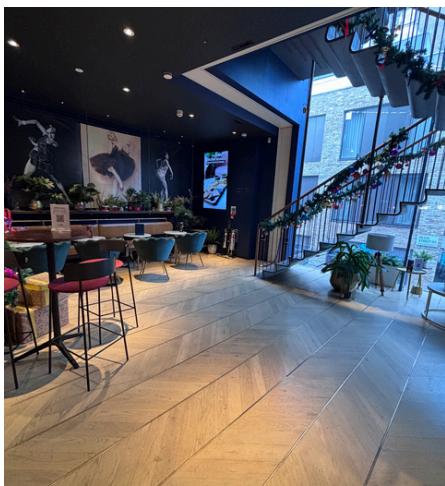


Once you're on **Level 1**, make your way across the bridge walkway, through the doorway into the **Main Bar**.

It will be announced by a member of the Front of House team when the Theatre is open to enter.



Level 1 is our **Main Bar**.



From **Level 1** you can access the **Theatre Stalls** (Level 2) via the stairs in the bar or via the lift.



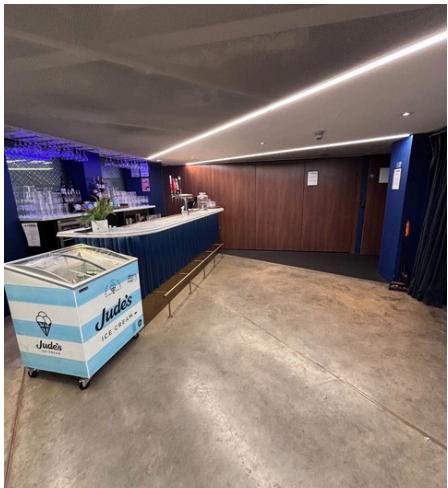
For **Balcony** tickets (Level 3), go to Level 2 and use the stairs in the **Stalls Bar** to access Level 3.



**The lift stops on Level 2.** If you need support in getting to the Balcony level, please speak to a member of staff.



To enter the theatre from the lift on Level 2, go across the **glass bridge** towards the **Stalls Bar**. It will be announced when the theatre is open to enter.



Whether you have come from the **lift** via the **glass bridge**, or via the **stairs**, you will come via the **Stalls Bar** to enter the theatre.

You need to enter via the Stalls Bar whether you have a **Stalls** or **Balcony** ticket.



For **Stalls** tickets:

There will be a staff member standing at the entrance to the Stalls on Level 2. You will need to show them your QR code ticket on your device or your paper ticket.



Entrance to the seating is via a secondary **narrow corridor**.



Once inside the **Stalls**, a member of the Front of House team will ask what type of ticket you have (e.g. Stalls A, Stalls B).

Seating is **unallocated**, but your ticket will correspond to a specific section of seats. A member of staff will show you your seating options.



For **Balcony** tickets:

From Level 2, head up the stairs again to **Level 3**, follow the stairs to the right, and follow the **narrow corridor** around until you reach the doors to the **Balcony**.



There will be a staff member standing at the entrance to the Balcony.

Show them your QR code ticket from your device or your paper ticket.



Entrance to the seating is via secondary narrow **corridor**.



Seating is **unallocated**, but your ticket will correspond to a specific section of seats. (e.g. Balcony A, Balcony B or Standing).

The staff member who scanned your ticket will direct you to the correct section.



If you require early access to the theatre, please make the Box Office team member aware on arrival.

# FACILITIES



## TOILETS

### Level 1

To access the toilets, walk to the far end of the **Bar on Level 1**.



The **female** toilets are on the **right**.



The **male** toilets are on the **left**, up a short flight of stairs.

All bathrooms have the option of private cubicles.



There is a gender neutral **accessible toilet** to the right of the Main Bar. This toilet has a **baby changing table**.



## Level 2

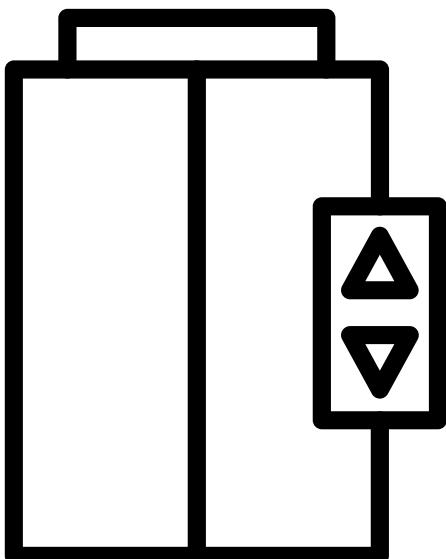
There is also a gender neutral **accessible toilet** available on Level 2, next to the lift.



## Level 3

The toilets are located on the right of the entrance to the **theatre balcony**. **Female** toilets are **straight ahead**, **male** toilets are on the **right**.

All bathrooms have the option of private cubicles.



The building is **wheelchair accessible** up to **Level 2**.

Our customer lift can take you to Ground Floor, Level 1 or Level 2. **It is not possible to access the Balcony via lift, only via stairs.**



We have **Sennheiser headsets** available to amplify sound in the auditorium.

The Box Office has a hearing loop installed.



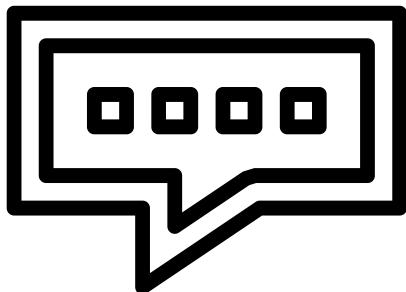
There is no parking available outside the venue.

There are car parks within a short distance of the venue. You can find out more here:

<https://lbhf.maps.arcgis.com/apps/LocalPerspective/index.html?appid=3618e28e466f4424829817290252c0cb>

# MENU

We have **large print** versions of our menus available. Please let a member of staff know if you require large print versions of any of our materials.

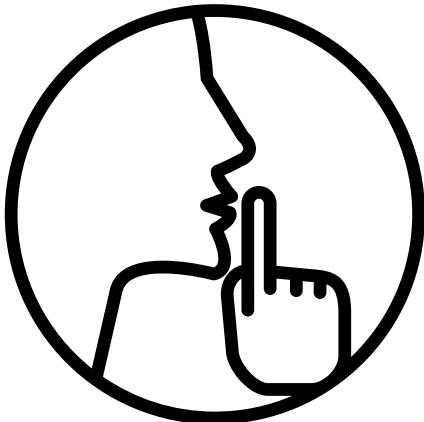


## ACCESSIBLE PERFORMANCES

We offer **captioned** and **BSL interpreted** performances for certain shows. This service may be useful of people who are D/deaf, deafened or hard of hearing.

We offer **audio described performances** for those with visual impairments.

We offer **relaxed performances** for certain shows with a more relaxed performance environment. There is a relaxed attitude to noise and movement in the performance venue.



There will be designated chill spaces throughout the building. A member of staff can help you find the one that's most suitable to your needs.

### **Level 2 - Quiet Area**

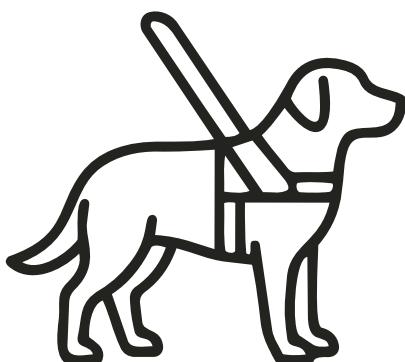
Accessible via the **lift** or across the **glass bridge** to the left of the Stalls Bar.

### **Level 2 - Chill Out Space**

Accessible via the **Stalls Bar**, to take a break from the show.

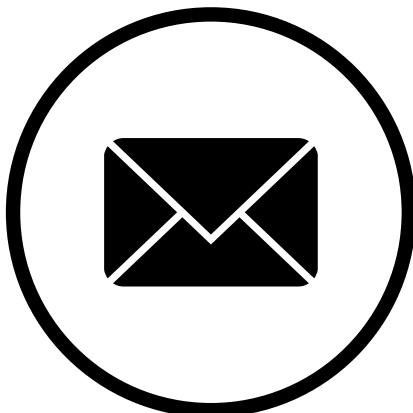
### **Level 3 - Chill Out Space**

Accessible via the stairs or by exiting the **Balcony**, just to your left after the corridor to the bathrooms.



**Assistance dogs** are welcome. Water bowls can be provided upon request.

# CONTACT US



If you have any questions about this document or your visit, please contact our team.

**Email:** [tickets@underbellyboulevard.com](mailto:tickets@underbellyboulevard.com)

**Phone:** 0207 432 3860

*Please note our phone line is open **10am - 6pm** every day.*

You can also **visit the Box Office** in person Monday - Sunday between **10am - 6pm**.

We are located at **6 Walker's Court, Soho, W1F 0BT**.