

PHOENIX THEATRE

PHOENIX THEATRE ACCESS GUIDE

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WELCOME

Thank you for booking with Ambassador Tickets.

The design and layout of our fabulously iconic auditorium dates back to 1930. Designed by Sir Giles Gilbert Scott, Bertie Crewe and Cecil Massey, our exterior neoclassical style and interior Italianate style creates arguably no finer example of art deco design anywhere in the UK. Our historic architectural significance therefore makes it necessary to provide you with some additional information to ensure your visit is as comfortable as possible.

We hope you find the following information useful in planning your visit, and look forward to welcoming you to the Phoenix Theatre.

CONTACT INFORMATION

PHOENIX THEATRE
110 Charing Cross Road
London
WC2H 0JP

Box Office: 020 7438 9607

Stage Door: 020 7438 9600

Touch Type: 18001 0871 297 5477

Access Booking line: 0800 912 6971

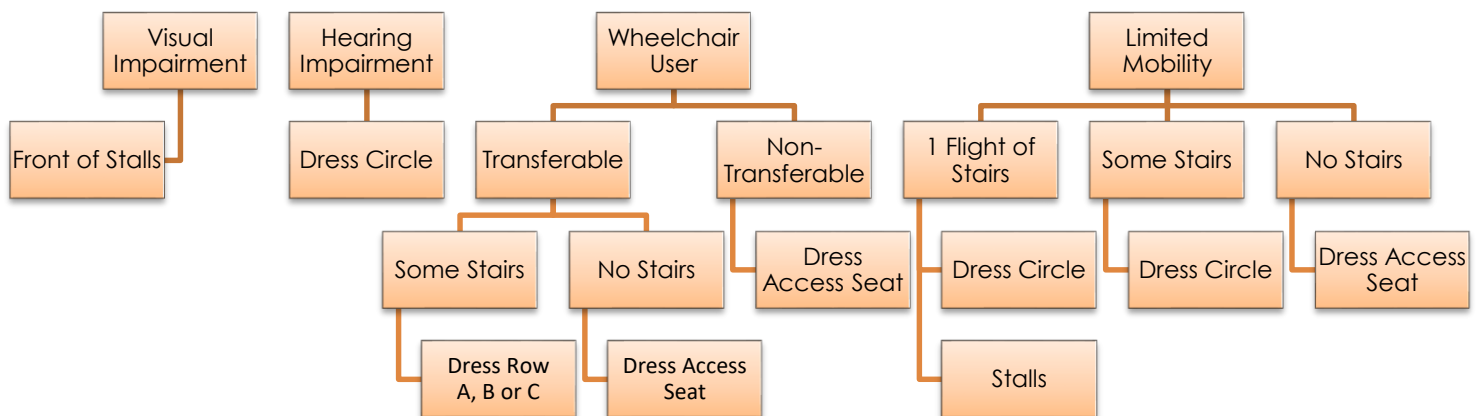
Theatre Manager: Jaime Brent

Deputy Theatre Manager/Access Champion: Michael Bond

Email: michaelbond@theambassadors.com

BOOKING

To ensure a comfortable and enjoyable experience for yourself, it's best for us to understand your needs before you even arrive at the theatre. The following chart is a simple to use aid in determining which seat is best for you.



A more needed specific copy of this chart can be found in each section of the guide. When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs.

Box Office Number: 0207 845 6055

Box Office Hours: 10am – 7:30pm, Mon - Saturday

Please note:

Should you require to travel with a carer, their ticket price is completely free!

GENERAL INFORMATION

GENERAL INFORMATION

The entrance of the theatre is located just off Charing Cross Road with the main entrance on Phoenix Street. During 10am to 6pm, the main box office is located on the corner of Charing Cross Road and Flitcroft Street. From 6pm onwards, tickets can be collected beside the theatre's main entrance on Phoenix Street.

The entrance to the Grand Circle is marked clearly and is the set of double doors on Phoenix Street just before you reach the main entrance. This will lead to our Grand Circle bar, ladies toilets, gentlemen's toilets and kiosk. The second, and main set of doors you reach lead to the Foyer and entrances to both the Stalls and Dress Circle, all of which are marked clearly. Just past this is our box office that will be open from 6pm.

From the Foyer, follow the stairs down to the left which will lead to the Stalls. Here you will find our Gertrude Lawrence Bar, ladies toilets, gentlemen's toilets, kiosk and Ambassador Lounge.

Following the stairs up and to the right will lead you to our Dress Level, where you will find our Noel Coward bar, Ladies toilets, Gentlemen's toilets and our two Dress Circle Boxes.

The Ambassador Lounge

To add a little magic to your evening why not treat yourself to the VIP experience? For just £15 a head you get access to the lounge itself, a welcome drink of your choice (including wines, prosecco, spirits and mixers, and an array of soft drinks) complimentary nibbles, private cloakroom and toilet. Our wonderful ambassador team will also accompany you to and from your seats, and assist with any of your needs.

BINOCULARS

There are binoculars located in front of most seats inside the auditorium and if you require extra please speak to one of the front of house staff.

We provide an array of merchandise which is available from the Foyer with programmes available on all levels. Furthermore, our current show *The Girls* is in support of Bloodwise, donating all merchandise profits towards this invaluable charity.

Bloodwise

We're the UK's specialist blood cancer charity. We've been working to beat blood cancer since 1960. We fund world-class research; provide practical and emotional support to patients and their loved ones; and raise awareness of blood cancer

During the show there will be a 20 minute interval where you can visit our bars, kiosks and toilets which are situated on all levels of the theatre.

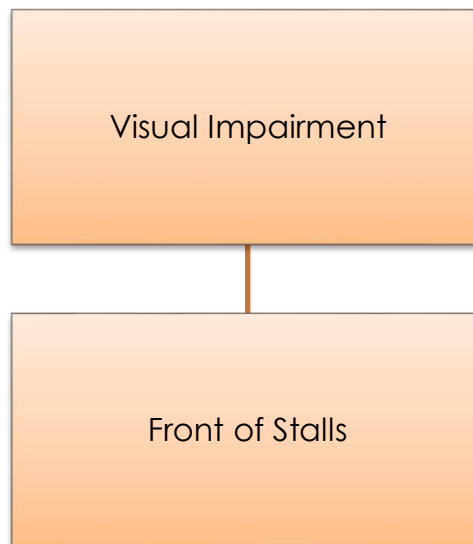
ORDERTORIUM

There is also a free seat service known as ordertorium where you can order drinks, programmes and snacks directly to your seat. This can be done by downloading our free ATG app to place your order, or alternatively, holding a menu found in front of your seat up so that a member of the Front of House Team can assist in taking your order. Please ask a member of staff for guidance.

VISUAL IMPAIRMENT

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. Please also be aware that there are a number of stairs to most seats in the auditorium and if this is a problem let a member of staff know prior to booking. For patrons with a visual impairment we advise seating in the Front of the Stalls. This is due to lack of steps within the auditorium and distance from the stage.



To book tickets please call our Box Office on **0207 845 6055**. When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs.

FACILITIES AND BUILDING INFORMATION

The Dress Circle is a flight of stairs (18 steps) up from the entrance foyer. There are further steps within the auditorium depending on seating. (With row K requiring no extra steps, and row A requiring approximately 18 steps down).

The Phoenix Theatre's Dress Circle however also benefits from step free street level access. The entrance to the Dress Circle from street level is from Flitcroft Street; the doors here lead straight into the auditorium. The level also has a step free access toilet. However, the bar and kiosk are both up a small set of stairs and therefore we would recommend taking advantage of our free seat service known as ordertorium, where drinks, programmes and snacks can be ordered and brought to your seat by a member of our Front of House Team.

ON ARRIVAL

Please ensure that you arrive at the theatre 30 minutes prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and make yourself known to a member of the front of house team who will be waiting in the foyer and will be able to assist you to your seats if required. If wishing to use step free access, on arrival through the main entrance on Phoenix Street, patrons can be escorted a short distance around to the entrance on Flitcroft Street by our Access Host who will guide them to their seats in the auditorium and direct them to the step free access toilet if required.

Please use the link here to view a short video showing the access route:

[INSERT LINK HERE](#)

Please note

The Flitcroft Street entrance leads directly into the auditorium which opens approximately 30 minutes before the performance, therefore patrons are advised to arrive no earlier than half an hour, and no later than fifteen minutes, before the performance.

GUIDE DOGS

Guide dogs are welcome at the Phoenix and can be catered for - both inside and outside the auditorium, depending on your preference. If you require the dog inside the auditorium, we advise you book an aisle seat for maximum comfort and ease. If you don't require your dog during the performance, our stage door keeper or member of our front of house team will look after him/her for you and provide water.

Please inform the member of staff when booking that you are bringing your dog and they will be able to ensure that you are booked into the most appropriate and spacious seat for you.

AUDIO DESCRIBED PERFORMANCES



Dependant on the production, the Phoenix provide a number of audio described performances throughout the year for visually impaired audience members who would benefit from having a live commentary of what is happening on stage.

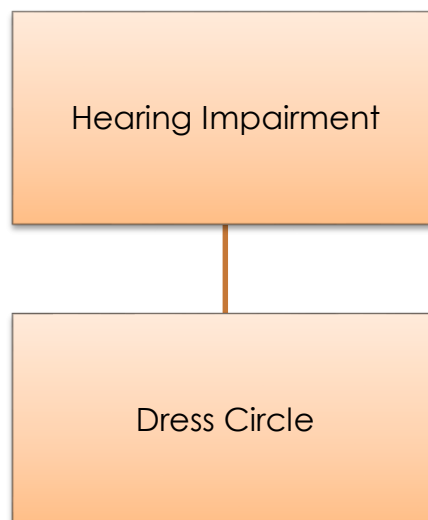
In audio described performances a headset is issued to audience members to enable them to listen to a live description of the action onstage alongside all the dialogue and song within the show. Not all shows are an audio described performance. Any such performances will have an audio described logo next to it in brochures and online. There is a full list of audio described performances on our ATG website, our box office staff and in-house access team will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, and is not distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the audio description during the performance and you will be allocated seats and headset accordingly.

HEARING IMPAIRMENT

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. For patrons with a hearing impairment we can accommodate you on any level of the theatre.



ON ARRIVAL

Please ensure that you arrive at the theatre at least half an hour prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and ask the box office staff for a headset.

At the Phoenix we provide two different types of hearing aid system:

Infra-red loop system - which you can connect to your hearing aid. The Infra-red loop system is available from the Foyer bar in the main entrance. Simply ask a Front of House staff member for assistance and they will be able to guide you in obtaining and returning your infra-red loop system.

CAPTIONED PERFORMANCES



The Phoenix provide a number of specific captioned performances throughout the year depending on the production.

In captioned performances the words of all dialogue and songs are displayed on screens on either side of the dress circle level of the auditorium. This is particularly beneficial for patrons whose hearing is impaired, anyone who has difficulty following strong accents and people for whom English is not their first language.

Not all shows have captioned performance. Any captioned performances will have a captioned logo next to it in brochures and online. There is a full list of Audio described performances on our ATG website, our box office staff and in-house access team will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, however special consideration is made in the dress circle where the screens are situated. This is not distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the captions during the performance and you will be allocated seats appropriately.

SIGNED PERFORMANCES



The Phoenix provide a number of specific signed performances throughout the year depending on the production.

In signed performances an interpreter is positioned on stage throughout the performance, who interprets the words of all dialogue and songs. This is particularly beneficial for patrons who are deaf, deafened or hard of hearing who use sign language as their primary language.

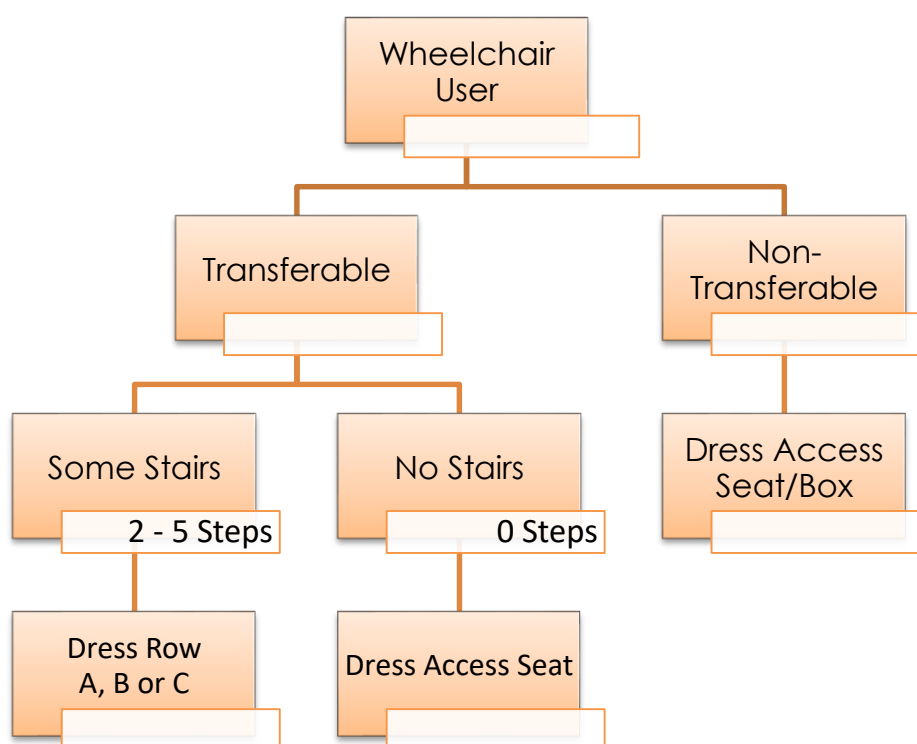
Not all shows have signed performances. Any signed performances will have a signed logo next to it in brochures and online. There is a full list of signed performances on our ATG website, our box office staff and in-house access team will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, however special consideration is made in the stalls where the interpreter is stood on the stage left. This may be distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the signed interpretation during the performance and you will be allocated seats appropriately.

WHEELCHAIR USER

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. For wheelchair users we advise seating in the Dress Circle. This is due to the level's step free access. Apart from the access seating area all seating is up or down steps however there are handrails.



FACILITIES AND BUILDING INFORMATION

The Dress Circle is a flight of stairs (18 steps) up from the entrance foyer. There are further steps within the auditorium depending on seating. (With row K requiring no extra steps, and row A requiring approximately 18 steps down).

ON ARRIVAL

Please ensure that you arrive at the theatre 30 minutes prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and make yourself known to a member of the front of house team who will be waiting in the foyer and will be able to assist you to your seats if required. If wishing to use step free access, on arrival through the main entrance on Phoenix Street, patrons can be escorted a short distance around to the entrance on Flitcroft Street by our Access Host who will guide them to their seats in the auditorium and direct them to the step free access toilet if required.

Please use the link here to view a short video showing the access route:

[INSERT LINK HERE](#)

Please note

The Flitcroft Street entrance leads directly into the auditorium which opens approximately 30 minutes before the performance, therefore patrons are advised to arrive no earlier than half an hour, and no later than fifteen minutes, before the performance.

If patrons wish to transfer out of their wheelchair, a member of the Phoenix Front of House team can safely store it during the performance in a nearby location and return it at the end of the show or when requested.

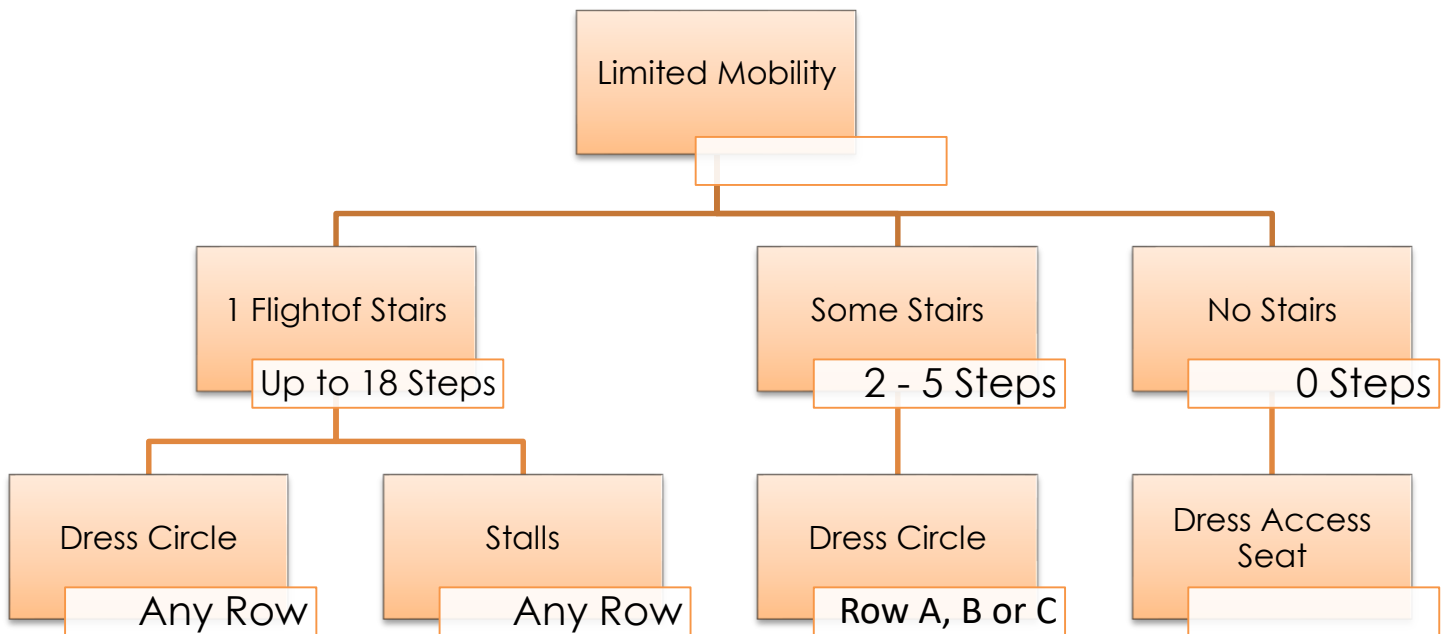
LIMITED MOBILITY

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. For patrons with limited mobility we advise seating in the Dress Circle or Stalls.

The Dress Circle benefits from step free access whereas the Stalls has one flight of stairs (12 steps) down from street level. In the Dress Circle all seating, apart from the access seating area, is down a number of steps however there are handrails. The stalls conversely benefits from no steps inside the auditorium.

Please note: Step free unisex toilet access in the Dress Circle. Female patrons toilet in the stalls require only a small number of steps.



FACILITIES AND BUILDING INFORMATION

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ON ARRIVAL

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We are delighted to introduce you to the ATG Access Membership Scheme. It is designed to make it easier for our customers to book accessible seats, and to make it much clearer for our staff to ensure they deliver a consistent service. Really importantly, it's free to join!

The new scheme will enable you to:

- Book tickets online, including wheelchair positions and the best-accessible seats.
- Receive information on forthcoming Access Performances.
- Receive pre-visit emails with lots of information that will enable a smoother theatre experience for you.
- Make the most of an ATG Theatre Card Membership with priority booking online for accessible seating.

The new scheme will enable our staff to:

- Deliver red carpet customer service for you, both when buying your ticket and when you visit our venue.
- Deliver a scheme carefully designed in partnership with ATG Customer Focus Groups, an Access Consultant and Disability Organisations
- Make sure our Front of House teams have the right information, ensuring they can deliver excellent service to you.
- Process orders faster, with you only needing to provide details of your requirements once.

The ATG Access Membership Scheme will be rolled out during 2016 and will be live in all UK ATG Venues by Spring 2017. For more information, please visit the Box Office or contact our Access Line 0800 912 6971.

HOW TO JOIN

Join the ATG Access Membership Scheme by downloading the standard ATG Access Membership form from our website here:

http://resources.atgtickets.com/static/32068_full.pdf

Alternatively, visit one of our Box Offices to register or call our customer contact centre on 020 7206 1183.

When joining you will be asked a few questions to let us know about any

service.

To find out more information on our Access Membership scheme, visit our website at: <http://www.atgtickets.com/access/access-scheme/>

BOOK A TAXI HOME

Now ATG Theatres have made it more successful in booking a taxi home for all patrons.

HOW?

By logging into our cloud service, you will automatically be directed to our Cloud Homepage which will offer you a number of services including theatre upgrades, membership schemes, ticket offers and also, the option to Book a taxi Home.

By selecting this link, you will be redirected to the *Minicabit* website in which all you need to do is enter your current location followed by the desired location.

After entering the desired trip, you will be requested to enter the date and time of your trip. After this, *Minicabit* will display a number of quotes for you compare and choose from.

WHY BOOK?

- Can book on web and app, up to a year ahead, with 24/7 support.
- Wide choice of vehicles for any occasion
- Licensed cab firms, rated by customers
- Compare the best quotes from 800+ cab fleets
- Easily add your luggage and multiple stops