

Phoenix Theatre Stair Guide

Entrance to the building	Number of steps in staircase
Phoenix Street Foyer and Box Office	1 shallow step up from street (ramp available on request)
Charing Cross Road Entrance & Cafe	Stair-free from street
Grand Circle Entrance (Grand Circle only)	1 shallow step up from street

Auditorium Levels	Stalls	Dress Circle	Grand Circle
Stairs to level from Phoenix St Foyer or Grand Circle Entrance (Grand Only)	13 Down	21 Up	54 Up
Stairs to level from Charing Cross Road Entrance	16 Down	18 Up/Stair-free to Row K via lift	
Additional Stairs to Nearest Ladies' Toilets	7 Down + 3/4 Up	18 Up/1 Up	4 Up
Additional Stairs to Nearest Gents' Toilets	5 Down	3 Up	8 Down + 3 Up
Additional Stairs to Accessible/Gender Neutural Toilet (From Rear of auditorium)	16 Up	None/lift down to foyer/18 Down	
Additional Stairs to Nearest Bar	7 Down	3 Up	8 Down
Additional Stairs to Ambassador Lounge 1	16 Up/14 up + short walk outside	18 Up/Stair-free from Row K via lift	54 Down + short walk outside
Additional Stairs to Ambassador Lounge 2	6 Down	18 down/lift from Row K + 6 down	54 Down + short walk outside + 6 down
Additional Stairs to seating from Rear of Auditorium	None	None to Row K, then 2 down per row (18 down to Row A)	None to row J, then 3 down per row (24 down to Row A)

All staircases of four or more steps have stair nosing and a handrail. The only exception to this is the centre aisle of the Dress Circle, which does not have handrails.

Stair-Free Access/Wheelchair Users

Row K of the Dress Circle is accessible with no stairs, via a lift from the Charing Cross Road Foyer. For wheelchair users who wish to remain in their own chair, we have four spaces on aisles at the rear of Row K. These seats can also be used for wheelchair users transferring to a seat or patrons who require stair-free access. Seats may not always be bookable online in the required configuration but can be booked on request via our Access Line or in person at the box office. The rest of Dress Circle Row K is also stair-free via the same route.

We have an older accessible entrance on Flitcroft Street. This gives stair-free access from street level to Row A of the Dress Circle (high numbers side), Round Room and older accessible toilet. Patrons should come to the foyers on Phoenix Street or Charing Cross Road and request an escort from the Access Host to the stair-free entrance, as it must be opened by staff. The seats in Row A are only available by request prior to booking, and subject to availability. We feel our new accessible facilities and stair-free seating in Row K offer a better experience to patrons and therefore no longer offer Row A as a recommendation.

Both stair-free areas of the Dress Circle have access to a gender-neutral, accessible toilet. However, the toilet accessible from Dress Circle Row A may be unavailable. In this instance, patrons are recommended to use the accessible toilet in the Charing Cross Road Cafe entrance, on arrival.