

SENSORY GUIDE

Making live entertainment more
accessible for everyone



A large, stylized logo for ATG Entertainment. The letters 'ATG' are in a very large, white, bold font, and the word 'ENTERTAINMENT' is in a smaller, white, sans-serif font below it. The entire logo is set against a purple triangular background that contains a faint image of a large crowd of people at a concert or event.

This resource was created
in partnership with



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ARRIVING AT THE VENUE

It can be busy outside the front doors – *if you would prefer a quieter welcome to the venue then we suggest arriving when the doors first open.*



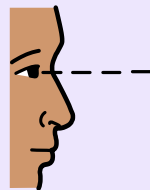
- Your ticket will tell you what level and where your seat is in the venue – the right entrance for the level that your seat is on will be signposted. If you require a quieter entrance, then please let a venue staff member know and we will do our best to arrange this for you.



- Security will ask you to open any bags that you may have to look inside. This is to make sure you aren't bringing in any of your own alcohol, hot food, sharp objects or anything else that may be deemed a risk.



- When you get to the front doors, a venue staff member will scan your ticket and tell you where you need to go.



YOU WILL SEE

Other patrons, venue staff members, security team members, bright lights outside of the theatre.



YOU WILL HEAR

Excited chatter from other patrons, beeping from the ticket scanners, helpful instructions from the venue staff members, security team members helping to manage the queue - *please note that this can be quite loud as they are keeping everyone safe.*

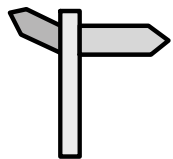


YOU MAY FEEL

Excited! Your live entertainment experience is about to begin!

INSIDE THE VENUE

If you require any additional support, then please ask a venue staff member who will be able to arrange for someone to support you. *We are cashless venues and can only accept cards as a form of payment.*



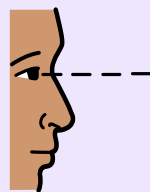
- Once inside the venue, there will be signs and venue staff members to tell you where to go for your seats, the bars and the toilet.



- Every venue is equipped with at least one accessible toilet that is step free.



- There are usually bars on every level of the venue. You can order drinks and snacks to enjoy during the show or the interval, or use the 'Delivered At Seat' service using the QR codes around the venue.



YOU WILL SEE

Other patrons, venue staff members, queues for the bars, drink and snack options, signs telling you where you need to go.



YOU WILL HEAR

Talking from other patrons, drinks being opened, music playing and bells or announcements to indicate that the show will be starting soon. *There may be ear defenders or a quiet space available to use if you need it – please speak to a venue staff member.*



YOU MAY FEEL

Excited and welcomed – we are all here to help you.

'DELIVERED AT SEAT'

Most ATG Entertainment venues also offer a digital 'Delivered At Seat' service where you can order drinks and snacks to be delivered to you in your seat.

This means that you can avoid the potentially louder and busier bar areas, as well as minimising your interactions with others.

You are able to see every product on the app before you order it.

It will be delivered to you in your seat by a venue staff member – they will just ask to check your seat number before handing it over. Please remain in your seat after ordering so we can make sure your order can be delivered.

This service is available both pre-show and during the interval.

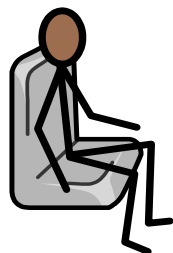
If you cannot see the QR code then please speak to a venue staff member about ordering refreshments to your seat – we may still be able to offer this even if the digital service is not available.



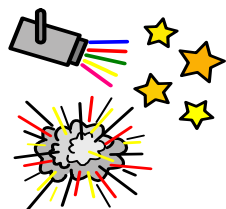
TAKING YOUR SEAT



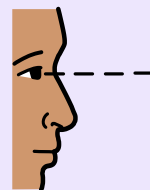
- **Your seat number and level will be displayed on your ticket.** The seating is organised alphabetically by rows, and then by numbers within that row.



- **Make sure that you are in your seat by the time that the show is meant to start.** There may be announcements/bells to let people know that the performance will be starting shortly.



- **There may be music or sound effects playing inside the auditorium. The sound will stop, and the lights will dim before the performance starts.** There then may be a sudden loud noise or music starting as the show begins.



YOU WILL SEE

Other patrons taking their seats, venue staff members, the stage at the front of the auditorium, the lights dimming to indicate that the show is about to start.



YOU WILL HEAR

Excited chatter from other patrons, announcements that the show will be starting shortly, music inside the auditorium, quiet when the show begins.



YOU MAY FEEL

Anticipation and excitement! The performance is beginning!

CONTENT & TRIGGER WARNINGS

Some performances may have content or trigger warnings about some of the themes or effects used during the show.



SPECIAL EFFECTS

Some productions may feature special effects, such as explosions, loud noises or bright flashing lighting effects that can be triggering for some people.

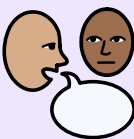


USE OF LANGUAGE

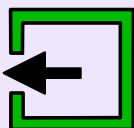
There could also be triggering themes in the production, as well as offensive or discriminatory language.



Content warnings should be featured on the website when you book your tickets, as well as displayed in venues during your visit.



If you have any specific concerns, then please speak to a venue staff member who will be able to provide you with further information.



The team can also inform you when these specific moments happen so that you can leave the auditorium if needs be.

DURING THE PERFORMANCE



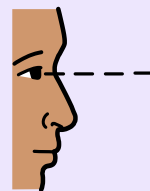
- The auditorium will be dark during the performance, but any emergency exit signs will still be illuminated.



- There will be a venue staff member inside the auditorium to help assist you in the rare case of any emergencies.



- Some performances may have a no 're-admittance' policy, which means that you may not be allowed back inside the auditorium if you leave during the show. If you have any access requirement that mean you may need to use the bathroom more frequently, then we can discuss reasonable adjustments that can be made.



YOU WILL SEE

Other patrons seated around you, venue staff members, the illuminated stage, dark auditorium, the performance happening on stage, any visual effects.



YOU WILL HEAR

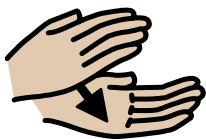
The performers on stage, music/sound effects, other patrons laughing at funny moments in the show, important announcements if necessary.



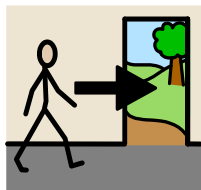
YOU MAY FEEL

Safe and enjoying watching the performance on stage!

LEAVING THE VENUE



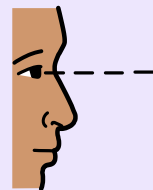
- Once the performance is over, the **audience will applaud**. Sometimes people stand up to do this, to show that they thought that the performance was excellent.



- There will be venue staff members to help show you where the exits are, as this may be a different door than the you entered the venue by.



- Some sales points may still be open for you to buy a programme or any **merchandise at the end of the show**. You are welcome to use the toilet before you leave.



YOU WILL SEE

Lots of other people clapping and maybe standing up, people leaving the auditorium, venue staff members showing you where to go.



YOU WILL HEAR

Loud applause and cheering, music as you leave the auditorium, people talking as they leave the venue, venue staff members saying goodbye.



YOU MAY FEEL

Safe as you leave the building, proud that you have achieved a trip to watch live entertainment and hopefully excited to do it again!