



# ATG

ENTERTAINMENT

## Access Guide

## Savoy Theatre

SAVOY

THEATRE

AN ATG ENTERTAINMENT VENUE



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# WELCOME

We are delighted to welcome you to the Savoy Theatre. We are committed to making your visit as enjoyable, comfortable, and accessible as possible for everyone.

This access guide is designed to provide clear information about the facilities and services available at the theatre for Deaf and hard of hearing visitors, blind and partially sighted guests, wheelchair users, and all patrons with access needs. Whether this is your first time visiting or you are a returning guest, we hope this guide helps you plan and enjoy your experience with confidence.

## A Brief History of the Savoy Theatre

The Savoy Theatre holds a unique place in London's cultural history. First opened in 1881 by theatre impresario Richard D'Oyly Carte, it was the first public building in the world to be lit entirely by electricity. The theatre was built to showcase the comic operas of Gilbert and Sullivan, produced by Carte himself.

Over the years, the Savoy has played host to a wide range of productions—from operettas and musicals to contemporary plays and concerts. After a major refurbishment following a fire in 1990, the theatre reopened in 1993 with updated facilities while retaining its elegant Art Deco style.

Today, the Savoy Theatre continues to blend its rich heritage with modern innovation, offering world-class performances in an inclusive and welcoming space.

If you have any questions or require further assistance, our friendly staff are always here to help.

We look forward to welcoming you soon.



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# CONTACT INFORMATION

SAVOY THEATRE  
SAVOY COURT  
STRAND  
LONDON  
WC2R 0ET

## Useful Contacts

**Access Booking Line:** 0333 009 5399

**TypeTalk / Textphone:** 18001 0333 009 5399

**Stage Door Number** (*please note we do not take bookings on this line*): 020 7845 6050

**Access Enquiries:** [savoyboxoffice@atgertainment.com](mailto:savoyboxoffice@atgertainment.com)

**General Enquiries:** [savoycustomers@atgertainment.com](mailto:savoycustomers@atgertainment.com)

# BOOKING INFORMATION

We are committed to ensuring that all our patrons have an enjoyable and accessible experience at the Savoy Theatre. To assist you in planning your visit, please find below the key information regarding our access booking process.

## ATG Entertainment Access Membership Scheme

Our Access Membership Scheme is designed to make it easier for customers with disabilities to book accessible seats and services. It is free to join and enables access patrons to:

- Book accessible seats online
- Register proof of eligibility for Access prices
- Book Personal Assistant or Essential Companion tickets
- Receive priority information on upcoming Access Performances

You can join the scheme or learn more by visiting our Access Membership page.

## How to Book Accessible Tickets Online

Once registered as an Access Member, you can book accessible tickets online through our website:

1. **Log In:** Use the 'Login/Register' button at the top right of the screen to access your account.
2. **Select Performance:** Choose the show and date you wish to attend.
3. **Choose Seating:**
  - **No Specific Requirements:** Select any standard seat. Access pricing will be available under the full price option.
  - **Specific Requirements:** Look for seats marked with the appropriate icon for your needs (e.g., wheelchair positions, visual or hearing impairments). Access pricing applies only to these designated seats.
4. **Personal Assistant or Essential Companion Tickets:** If eligible, you can book a companion ticket at no additional cost.

# BOOKING INFORMATION

## Booking via Phone

If you prefer to book by phone or require assistance, please contact our dedicated Access Line:

- Phone: 0333 009 5399
- Email: [savoyboxoffice@atgentertainment.com](mailto:savoyboxoffice@atgentertainment.com)

Our team is available to help you with your booking and any requirements you may have.

## Booking in Person

You can also book access tickets in person at the Savoy Theatre Box Office, open:

- 10am to 5pm, depending on the show schedule
- Opening hours may extend on performance days

Our staff are trained to assist with access bookings and will be happy to help with selecting the most suitable seating and services for your visit.

## Personal Assistant or Essential Companion Tickets

Eligible Access Members can book a Personal Assistant or Essential Companion ticket at no additional cost. To qualify, you must provide proof of eligibility, such as:

- An Access Card from Nimbus Disability
- A letter from a medical professional
- A local authority-issued letter confirming eligibility

## Ticket Delivery

Once your booking is confirmed, you will receive an eTicket via email. Please ensure you check your inbox and spam/junk folders. If you haven't received your eTicket within 48 hours of booking, please contact us, and we will assist you promptly.

# SAVOY THEATRE SEATING PLAN

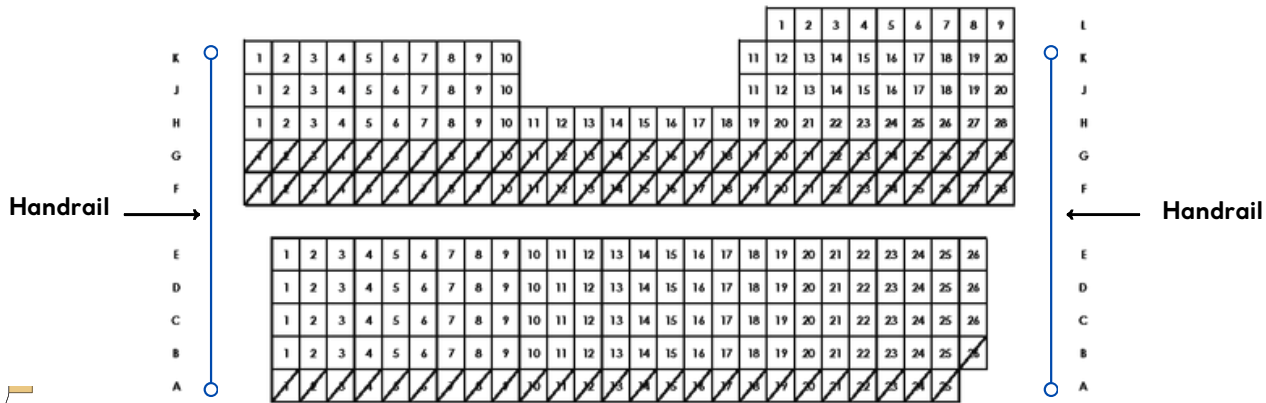
To help you plan your visit with confidence, we've included a detailed Savoy Theatre seating plan in this guide. The seating plan highlights:

- Accessible seating locations, including wheelchair spaces
- Step-free access routes
- Proximity to accessible toilets and exits
- Recommended seats for patrons who are Deaf or hard of hearing, or blind or partially sighted

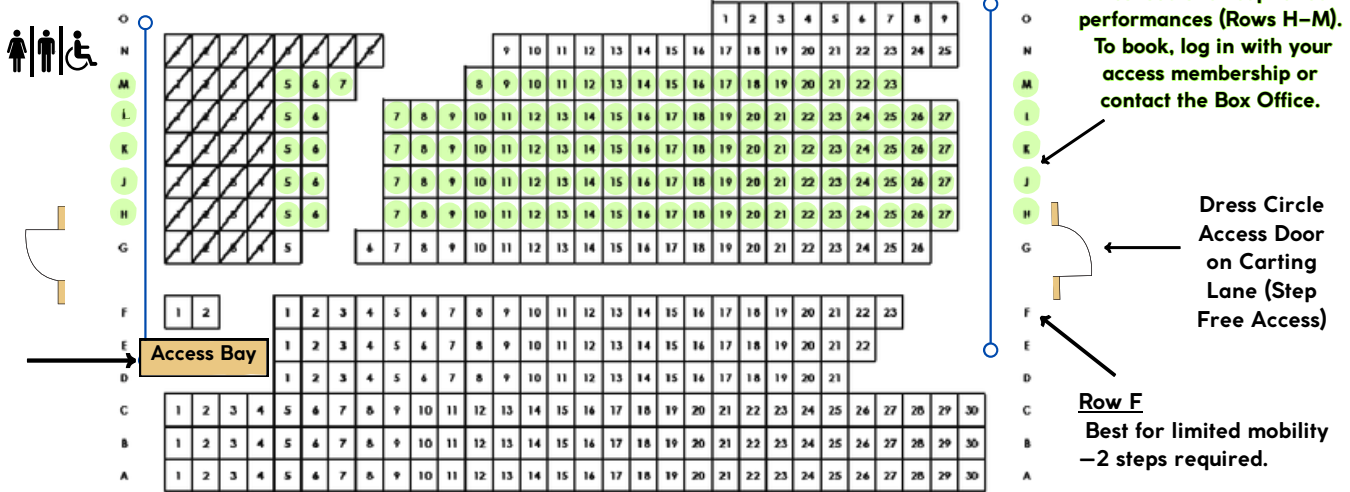
If you're unsure which area is best for your needs, our team is happy to assist you with selecting the most suitable seating when booking. You can find the seating plan on Page 8 of this guide.

# SAVOY SEATING PLAN

## GRAND CIRCLE



## DRESS CIRCLE

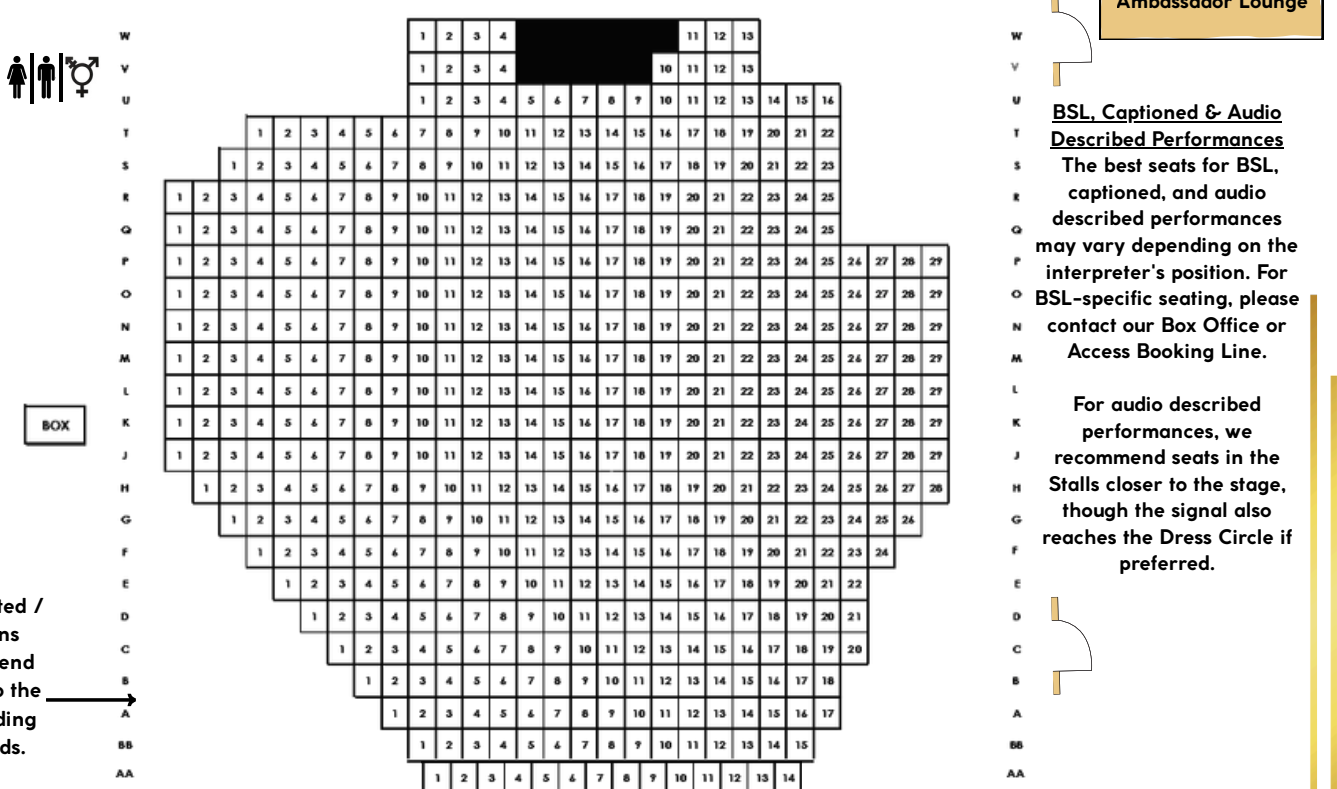


**Captions**  
Best seats for captioned performances (Rows H–M). To book, log in with your access membership or contact the Box Office.

Dress Circle Access Door on Carting Lane (Step Free Access)

**Row F**  
Best for limited mobility – 2 steps required.

## STALLS



Ambassador Lounge

**BSL, Captioned & Audio Described Performances**  
The best seats for BSL, captioned, and audio described performances may vary depending on the interpreter's position. For BSL-specific seating, please contact our Box Office or Access Booking Line.

For audio described performances, we recommend seats in the Stalls closer to the stage, though the signal also reaches the Dress Circle if preferred.

**Partially Sighted / Blind Patrons**  
We recommend seats closer to the stage, depending on your needs.

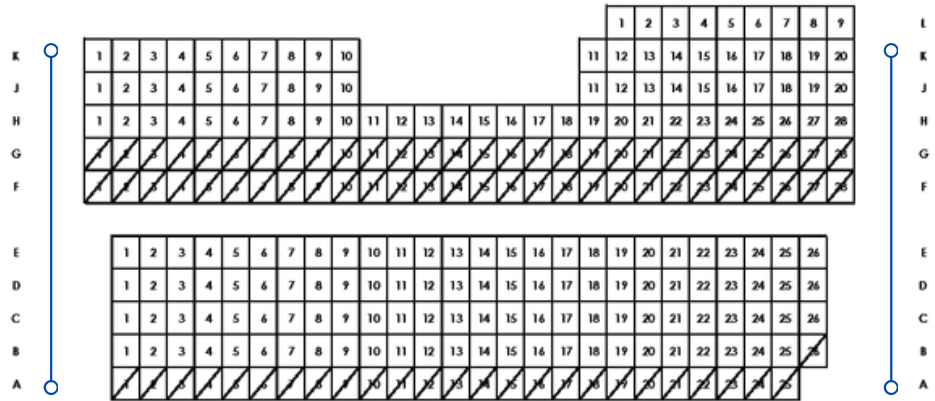
STAGE

# SAVOY STEP GUIDE

## GRAND CIRCLE

### Grand Circle Steps

- Row A - 16
- Row B - 13
- Row C - 9
- Row D - 6
- Row E - 3
- Row F - 8
- Row G - 11
- Row H - 14
- Row J - 17
- Row K - 20
- Row L - 23



### Dress Circle Steps

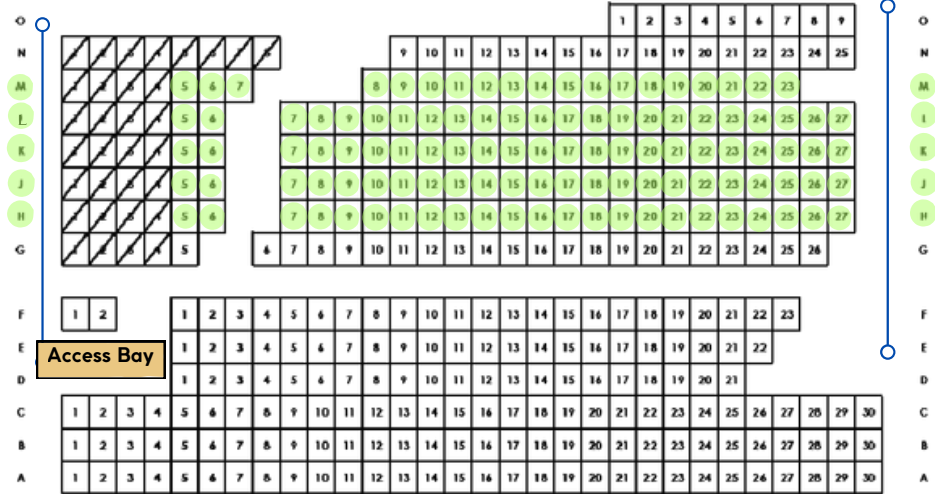
#### From Foyer

- Row A - 45
- Row B - 43
- Row C - 41
- Row D - 39
- Row E - 37
- Row F - 35
- Row G - 36
- Row H - 38
- Row J - 40
- Row K - 42
- Row L - 44
- Row M - 46
- Row N - 48
- Row O - 50

#### From Carting Lane

- Row A - 12
- Row B - 10
- Row C - 8
- Row D - 6
- Row E - 4
- Row F - 2
- Row G - 3
- Row H - 5
- Row J - 7
- Row K - 9
- Row L - 11
- Row M - 13
- Row N - 15
- Row O - 17

## DRESS CIRCLE



### Stalls Steps

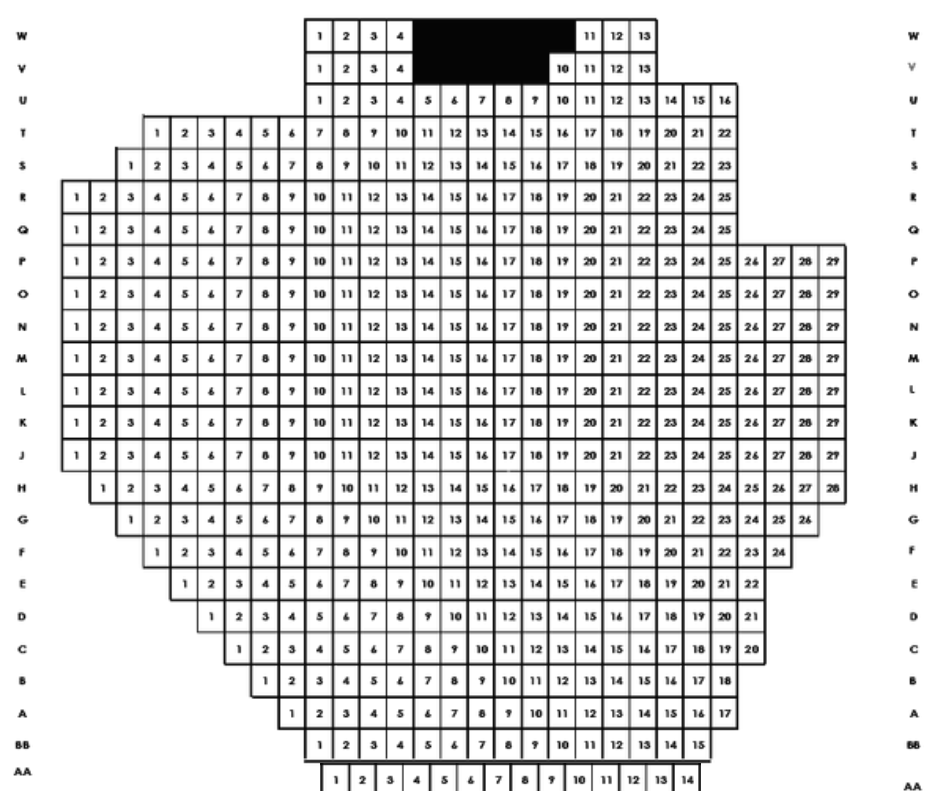
75 Steps to the Stalls

49 Steps to the Box

45 Steps to the Ambassador Lounge

BOX

## STALLS



STAGE

# ACCESSIBLE PERFORMANCES

## Upcoming Accessible Performances at the Savoy Theatre

We are committed to providing inclusive experiences for all our patrons. The Savoy Theatre offers a variety of accessible performances throughout the year, including:

- **Audio Described Performances:** For patrons who are blind or partially sighted.
- **Captioned Performances:** For patrons who are Deaf or hard of hearing.
- **BSL Interpreted Performances:** Featuring British Sign Language interpreters.
- **Relaxed Performances:** Designed to accommodate patrons with sensory sensitivities or learning disabilities.

## Current Paddington the Musical Accessible Performances:

### Accessibility Performances

- |  |   |  |
|--|---|--|
| <b>Audio Described Performance -</b><br><a href="#">Sunday 13 Sep 2026 14:00</a> | <b>Signed Performance -</b><br><a href="#">Sunday 20 Sep 2026 14:00</a>         | <b>Captioned Performance -</b><br><a href="#">Sunday 27 Sep 2026 14:00</a>       |
| <b>Captioned Performance -</b><br><a href="#">Sunday 28 Feb 2027 14:00</a>       | <b>Audio Described Performance -</b><br><a href="#">Sunday 7 Mar 2027 14:00</a> | <b>Signed Performance -</b><br><a href="#">Sunday 14 Mar 2027 14:00</a>          |
| <b>Captioned Performance -</b><br><a href="#">Sunday 12 Sep 2027 14:00</a>       | <b>Signed Performance -</b><br><a href="#">Sunday 19 Sep 2027 14:00</a>         | <b>Audio Described Performance -</b><br><a href="#">Sunday 26 Sep 2027 14:00</a> |

# VISUAL ASSISTANCE & D/DEAF HARD OF HEARING

## Visual Assistance

For guests seeking easy access with no or fewer stairs, the Dress Circle is the best option. If you would like to view the captions during the performance, we recommend selecting seats within the Dress Circle as highlighted on our seating app.

For visitors with visual impairments, the front of the stalls provides the most suitable viewing experience.

If you require further assistance or more detailed information, please don't hesitate to contact our Box Office team, who will be happy to help.

## Services for D/deaf and hard of hearing

Our venue offers the Mobile Connect app for sound enhancement, please follow the instructions on the link for details on how to download the app to your own device prior to arrival. We recommend using wired headphones for the best connection, and using a power bank to recharge your device during the performance <https://atgtix.co/MobileConnect>

Anyone using this system will be able to hear a live feed of the performance on stage (with Audio Description if attending an Audio Described performance) through their headset or, if they wear digital hearing aids, through from wherever they are sat throughout the auditorium when they are connected to the app.

If you have either an iPhone/iPod/iPad or an android smartphone you can download the FREE [Sennheiser Mobile Connect App](#) from the app store.

# WHEELCHAIR USERS AND LIMITED MOBILITY

There are 75 steps to the Stalls from the foyer. These are NOT advised for patrons with limited mobility. There is no lift in the theatre. Dress Circle is 32 steps down from the foyer (two flights of stairs). There is also street - level access into the Dress Circle which can be accessed from Carting Lane. Patrons wishing to use this entrance need to arrive at the theatre no earlier than half an hour before show-time and one of their parties should inform Stage Door (also located on Carting Lane) that they need to use this entrance.

Patrons who arrive via the main foyer on Savoy Court can be escorted around to the Carting Lane entrance by a member of staff. Patrons that wish to do this should be aware that it is a 10-minute walk around the theatre and escorting staff will not be able to aid in the maneuvering of wheelchairs. This route also involves navigating gradients on Savoy Street.

Wheelchair access is to the Dress Circle from Carting Lane. The theatre can accommodate 1 wheelchair patron with a companion or 2 wheelchair patrons with no companions seated together at each performance. There is also availability for patrons who can transfer into seats. Patrons who wish to transfer from wheelchairs should be aware that there are steps to the most accessible seats at the ends of row F (2 steps) and G (3 steps) of the Dress Circle are recommended. If patrons wish to transfer but are unable to negotiate any steps, the wheelchair space is the only seating with complete level access.

**There are four bars in the theatre – Stalls, Dress, Mezzanine and Grand Circle. There is no level access to the bars, but drinks can be brought to seats.**

## Accessible Toilets

There are toilets on all levels of the theatre. Accessible toilet facilities are located on the Dress Circle level.



# ASSISTANCE DOGS

Assistance dogs are welcome at the Savoy Theatre. They can stay with you during the performance; however, you must inform the Box Office so that an aisle seat can be booked. Alternatively, a member of staff will care for your dog during the performance.

# SENSORY GUIDE

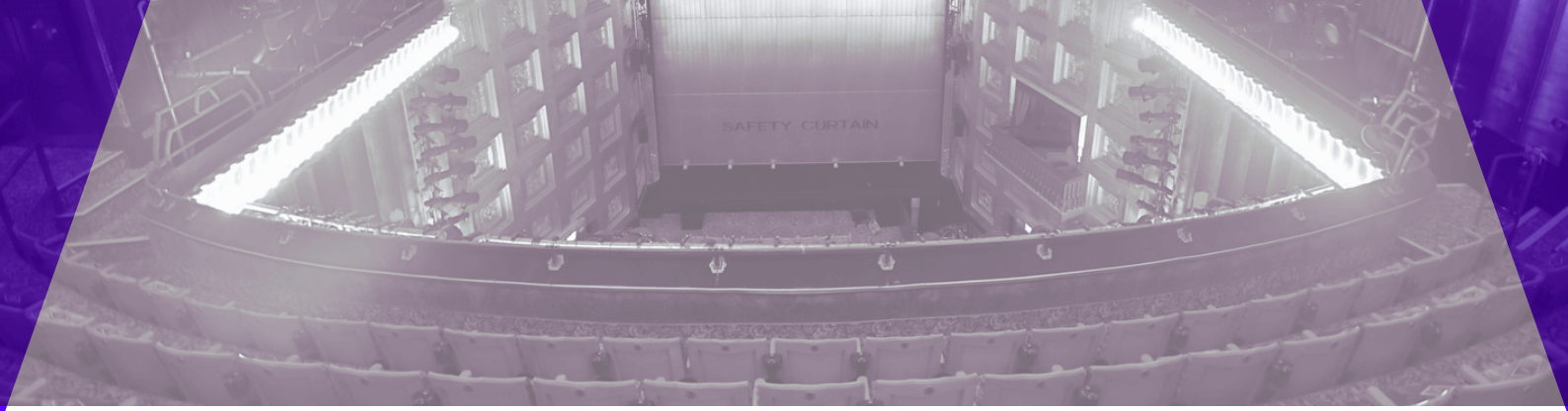
ATG Entertainment has a sensory guide, which can be sent as a PDF from our Box Office Team. We have also added these pages below. A sensory bag can be requested at the performance, please either speak to one of our Front of House Team Members or a Box Office Team Member. Paddington the Musical also has a Visual Story and Sensory Guide. To request this, please email our Box Office Team.

These resources can also be found here: [Sensory Resources – ATG Tickets - United Kingdom](#)

## SENSORY GUIDE

Making live entertainment more accessible for everyone





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