

Visual Story



Visual Story for The Alexandra, Birmingham

This guide is a visual resource for children and adults with an Autism Spectrum Condition visiting the theatre.

This resource is intended to help prepare any visitors for a new experience and to help them to become familiar with the surroundings.

This visual story contains lots of images and information to prepare you for your visit including:



Photographs of The Alexandra and information on how to find your way around.



Descriptions and pictures of the main entrances and exits in the venue.



Descriptions and pictures of the quiet space.

Visual Story

Welcome to The Alexandra!

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We hope you enjoy your visit!



Where to go on the day

Front Entrance



This is what the front of the theatre looks like from the outside. The photo above is our **Main Entrance**, located on **Suffolk Street Queensway**.

'Old Foyer Entrance'



This photo shows our **'Old Foyer'** entrance which can be found on **John Bright Street**, behind the front entrance.



Step Free Accessible Entrance



Our Step Free, Accessible entrance can be found on **Station Street**, next to our Stage Door. This entrance allows you to enter the Stalls only without any stairs.



There may be lots of people here waiting to see the show.



You might hear music playing in the entrances too.



If it is too busy or too loud you can wait outside until there are fewer people waiting to enter.

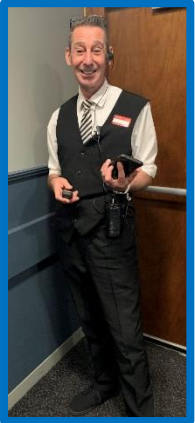


It can become crowded from 45 minutes before the performance and may be quite loud. If it is too loud, you can cover your ears or wear headphones.



Useful information on the day

When you arrive, you will need to show your tickets to an usher. An usher is someone who works for the theatre.



They will be wearing white shirts and black and white striped ties with a name badge.



If you are coming to see a Relaxed Performance some staff will be wearing purple t-shirts which say 'Happy to Help' on.



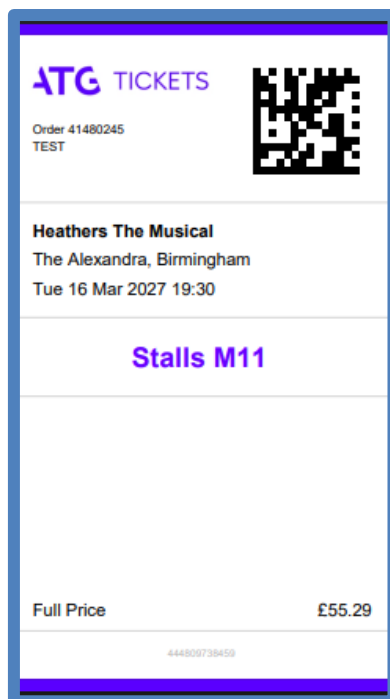
When you arrive, there will be people standing near the doors dressed in black. These are Security Guards. They may need to have a look in your bag, there're here to keep you safe!



Ushers and Security Guards are there to help if you need to ask any questions. It's OK to ask questions if you want to.



Your tickets



You, or the person you are attending with, should have your tickets on a smart phone/ device or printed off at home, they will look like the above. **This is an e-ticket.**

Your e-ticket will tell you what level you are sitting on. For example:

Stalls

the letter of the row that you are sitting in. For example:

Stalls M

and your seat number. For example:

Stalls M11

Your e-ticket will also tell you what time the show will start. For example:

19:30



You can ask an usher to help you find your seat if you want to. You must sit in this seat. If you are feeling uncomfortable in your seat you can ask an usher if you are able to move seats. You must ask an usher before you move seats.



Box Office



If you need any help with tickets for the show, you can go to the Box Office.



There may be people queuing up at the Box Office.



A member of the Box Office team will help with any query.



When the auditorium opens, you can enter the auditorium with your family or group. You may have to wait in line.



The Bars



There is a **Concierge Desk** in the foyer where you can buy a programme, sweets, ice-cream and soft drinks.



Our main bar is called **The Piano Bar** and it looks like this.



At the end of the bar there is a drinks and snacks kiosk.



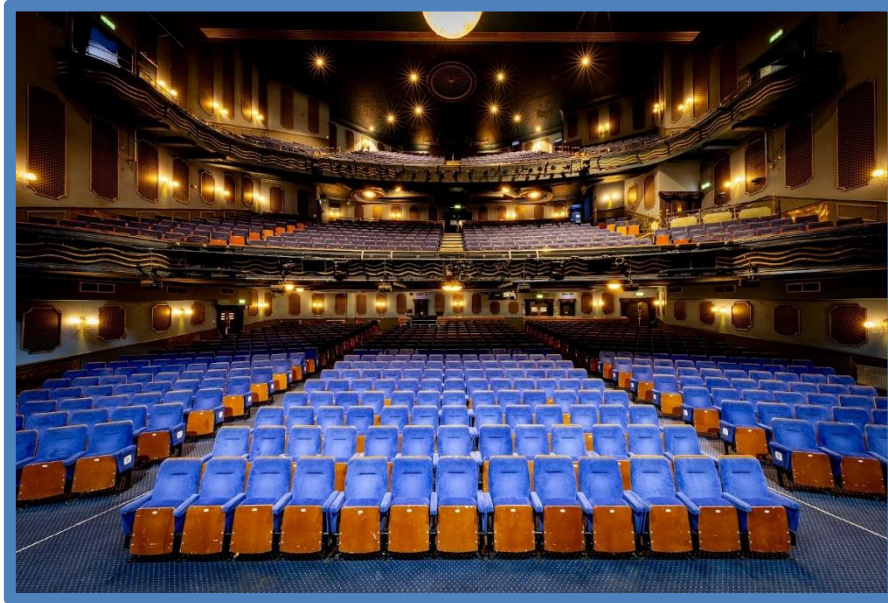
There may also be lots of people waiting here to buy things.



You may also hear music playing.

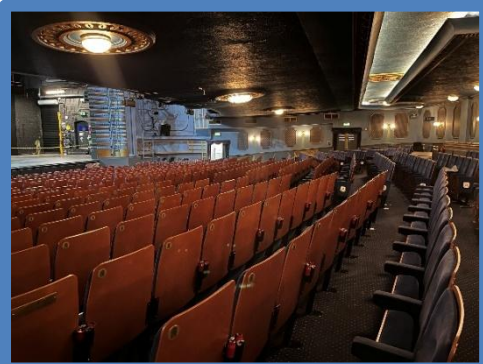


Inside the Auditorium



Your seat will be in the auditorium, which is a large room where lots of people sit down to watch the show. When there are no people sitting down the auditorium looks like this.

Stalls



This is the **Stalls** Level. It is on the ground floor of the auditorium.



You will have to enter through this door and travel down 9 steps.



Dress Circle



This is the **Dress Circle**. It is the Middle Level of the auditorium.



You will have to travel up 21 and down 6 steps from the front foyer and enter through this door.

Grand Upper Circle



This is the **Grand Upper Circle**. It is the Top Level of the auditorium.



The Grand Upper Circle is very high up in the theatre. If you think it is too high, please tell an usher. You will travel up 72 steps and enter through this door.



When the show starts the actors will walk on to the stage at the front of the auditorium. When there is no show on the stage, this is what it looks like.



Just before the show starts the lights may turn off and there will be an announcement asking everybody to be quiet and to turn off their mobile phone.



You will need to be quiet and turn off your mobile phone too, so that you can hear the show.



The actors will walk on to the stage and start talking. Sometimes there will be music too.



If the music is too loud you can cover your ears with your hands or you can ask an usher to take you to the quiet space.

Toilets



If you need to go to the toilet, you must look for these signs, or you can ask an usher for directions to the toilet.



You may need to queue outside the toilet.



Information on the Quiet Space

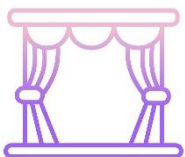


The Quiet Space will be available during Relaxed Performances. To get to the quiet space you will walk through this door.



The quiet space looks like this.

You can stay in the quiet space as long as you want to.



If you want to go back into the auditorium you can ask an usher to take you back to your seat.



If it isn't a Relaxed Performance, you can still leave the auditorium if you need too. Please ask an Usher for help if required.



The Performance



When the actors are on the stage, they may say or do something which is funny and people may laugh. You can laugh too if you want to. You do not have to laugh if you don't want to.



During the show the actors might say or do something which makes you feel sad. You can feel sad if you like, that's ok. If you want to, you can ask an usher to take you to the quiet space.



When the show finishes people might clap their hands and stand up to show the actors that they enjoyed the show. You can clap your hands too if you want to. You do not need to clap your hands if you don't want to. Sometimes the clapping can sound very loud.



You can cover your ears with your hands if it is too loud or you can ask an usher to take you to the quiet space.



At the end of the show the lights will come back on and all the people will start to leave the theatre.

Or you can stay in your seat until all the people have left if you want to. Then you can leave the theatre.