



CAMBRIDGE
THEATRE
LW THEATRES

CAMBRIDGE THEATRE ACCESS INFORMATION

Welcome to the Access Information page for the Cambridge Theatre.

Venue Address & Contact Details:

Address:

Cambridge Theatre
Earlham Street, London
WC2H 9HU

Telephone:

020 7850 8710

LW Theatres is dedicated to understanding the potential access requirements of all people visiting and working in our venues. Our commitment to

improving accessibility is long term and extends across all areas of our business. We recognise our responsibility to identify barriers to accessibility and undertake to remove these wherever possible.

LW Theatres' Access Scheme

Customers with Access requirements will be able to purchase a ticket in the price band of their choice, subject to availability.

One additional companion ticket will be made available at the same price paid by the customer with Access requirements, subject to availability.

Any additional tickets required in the suitable area will be chargeable at the standard admission rate.

Exchanges and Refunds

Customers who notify LW Theatres, at least 2 hours in advance of their booked performance, that they are unable to attend due to a reason directly related to their access requirements will be able to either exchange their tickets to another performance or offered a refund. Refunds will be limited to the face value of the ticket, excluding any booking fees and cannot be issued once the performance has begun.

How to book:

To enquire about purchasing Access and Personal Assistant tickets for shows at the Cambridge Theatre, please call our Access Booking Line on **020 7087 7966**.

This service is operated by SEE Tickets.

Alternatively, please email access@lwtheatres.co.uk

Tickets can also be purchased in person from the Cambridge Theatre. The Box Office is located in the foyer and has step-free access via the main entrance on Seven Dials.

Getting to the Cambridge Theatre:

Customers with access requirements can be dropped off directly to the side of the Cambridge Theatre in Earlham Street, which is a one-way street leading from Seven Dials, where the front entrance of the Theatre is located. There is one car parking space for Blue Badge holders just adjacent to the front entrance to the Theatre in

Mercer Street (Monday-Saturday after 6.30pm and Sundays). There are two spaces on Long Acre, four on Floral Street and five on Bow Street (outside the Royal Opera House). The nearest car park is situated in Shelton Street (WC2H 9SB), 175 yards from the back of the Theatre.

The closest Underground Station to the Cambridge Theatre is Covent Garden (230 yards) which is on the Piccadilly Line. This station has level access in and out of the ticket hall on the James Street side and passenger lifts are in place to reduce the number of steps, but it does not have complete step-free access to platform level. The nearest step-free Underground station is Tottenham Court Road (Northern and Central Lines).

Please visit <https://tfl.gov.uk> for further information on public transport in London.

Arrival:

There is level access to the main foyer via the first two rotunda entrances to the left side (due to a sloping pavement the third entrance on the Mercer Street side is stepped). There are then three

steps down into the Stalls, and then no further steps once inside the Stalls level of the auditorium. If level access to the Stalls is required, then customers should present in the foyer where our access host will escort them to the access entrance which is located in Earlham Street. As well as assisting with finding their way to seating and toilet facilities, our access host is available to assist in a variety of other ways including the purchasing/collecting of tickets, purchasing of merchandise and drinks/refreshments.

Access to Seating and Viewing Areas:

The Stalls auditorium has level access and there are two dedicated wheelchair park spaces at either side of Row N. Any aisle seat between Rows L and S in the Stalls can be used for customers wishing to transfer from a wheelchair into a theatre seat.

The Dress and Upper Circle levels of the auditorium can only be accessed via routes including stairs:

Dress Circle – 31 steps from Ground Floor

Upper Circle – 67 steps from Ground Floor

Accessible Toilets:

The Cambridge Theatre has one accessible toilet located off the Stalls corridor close to the entrance to the Stalls seating. Level access to this facility is via the access entrance on Earlham Street.

There are further standard toilets located in the Stalls corridor. Both these Gents and Ladies toilets have step-free access.

Access to Performance:

Our trained access hosts will be available to assist visually impaired customers upon arrival and throughout their visit if required.

An Infra-Red audio enhancement system is available for deaf or hearing-impaired patrons. Headsets and hearing aid loops are available from the Stalls Kiosk located in the Stalls Corridor.

Please advise the operator of this requirement when booking your tickets to ensure you are seated in a suitable area of the auditorium.

Medical Requirements:

If you need to bring medication, food or drink to manage a medical condition, or medical equipment you are welcome to do so. Please ask to speak to a manager when you arrive before going through our security searches.

Please note, we are not in possession of any medical equipment.

Assistance Dogs:

Assistance dogs are welcome in the Cambridge Theatre. Our staff are always happy to look after your access dog for you whilst you enjoy your visit.

Strobe and Lighting Effects

Strobe and flashing lights are regularly used during performances at the Cambridge Theatre. For more information, please call our Stage Door on 020 7850 8710 and ask to speak to a manager.

Evacuation Policy

Our access hosts are trained in how to assist customers with access requirements in case of an emergency. These staff members will be

specifically allocated to assist any customers with access requirements in an emergency situation.

Services and Facilities:

There is a cloakroom available. Items can be checked in for £1.00 each.

The Foyer Kiosk, Mini Bar, Stalls Kiosk and Haagen Dazs Parlour all have step-free access.

Our staff are on hand throughout your visit to assist with any purchases you may wish to make. If you are unable to access the bars or kiosks then please speak to our access host upon arrival who will be happy to assist you.