



HER MAJESTY'S  
THEATRE  
LW THEATRES

## **HER MAJESTY'S THEATRE ACCESS INFORMATION**

### ***Venue Address & Contact Details:***

Her Majesty's Theatre  
Haymarket, London  
SW1Y 4QL

### **Telephone:**

020 7850 8750

**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 Her Majesty's 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](mailto:access@lwtheatres.co.uk)

Tickets can also be purchased in person from Her Majesty's Theatre. The Box Office is located in the foyer and has step-free access via the main entrance on Haymarket.

### ***Getting to Her Majesty's Theatre:***

Customers with access requirements can be dropped directly in front of the theatre on Haymarket where they can access the main entrance and foyer. The closest drop off point to our level access entrance is to the side of the Theatre on Charles II Street. There are also four Blue Badge parking bays opposite the Theatre on the other side of Charles II Street. There is a standard Masterpark car parking facility at

Whitcombe Street. We validate parking tickets for this car park, which offers our customers a rate of £5 for 5 hours from 1.00pm onwards. To qualify for this the customer will be required to show their theatre ticket when paying at the car park.

Piccadilly Circus is the closest TFL London Underground Station located approximately 250 metres north up Lower Regent Street, however, this station does not have step-free access. The nearest station with step-free access is Green Park which is approximately 1km away from the Theatre. After leaving the main entrance of Green Park on Piccadilly, customers should turn right and proceed east towards Piccadilly Circus, turning right down Lower Regent Street, before turning left into Charles II Street. The main entrance is just around the corner on Haymarket.

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

***Arrival:***

The main entrance to Her Majesty's Theatre provides level access to the Box Office, Merchandise Kiosk and Champagne Bar.

Customers wishing to access any of these services should introduce themselves to the Concierge on the front doors who will assist the customer through to these facilities. Entry into the auditorium for those who require level access is via an alternative entrance on Charles II Street. When customers are ready to take their seats, the Concierge will escort them to the level access entrance, where they will be greeted by the Access Host who will provide assistance in getting to their seats. The Host will be available throughout the customer's visit to assist with all services once inside the Theatre.

***Access to Seating and Viewing Areas:***

The Stalls auditorium has level access via Charles II Street and there are three dedicated wheelchair park spaces in Row S. Any aisle seat in the Stalls can be used for customers wishing to transfer from a wheelchair into a theatre seat.

The Royal Circle, Grand Circle and Balcony levels of the auditorium can only be accessed via routes including stairs:

Royal Circle – 32 steps from Ground Floor

Grand Circle – 63 steps from Ground Floor

Balcony – 90 steps from Ground Floor

***Accessible Toilets:***

Her Majesty's Theatre has one accessible toilet located directly inside the level access entrance and close to the Stalls auditorium.

There are further standard toilets located inside the Stalls auditorium. There are two Ladies toilets, one of which has step-free access and the other has 3 steps. The Gents can be accessed via 18 steps.

***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 and should be requested from a member of Front of House staff upon arrival.

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 Her Majesty's 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 Her Majesty's Theatre. For more information, please call our Stage Door on 020 7850 8750 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 Champagne Bar (foyer) and Merchandise Kiosk (foyer) 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.