



**ADELPHI  
THEATRE**

## **ADELPHI THEATRE ACCESS INFORMATION**

Welcome to the Access Information page for the Adelphi Theatre.

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

Adelphi Theatre  
Strand, London  
WC2R 0NS

**Telephone:**  
020 7836 1166

**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.

To enquire about purchasing Access and Personal Assistant tickets for shows at our Theatres, please call our Access Booking Line on **020 7087 7966**, or alternatively, please email [access@adelphitheatre.co.uk](mailto:access@adelphitheatre.co.uk).

**How to book:**

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

This service is operated by SEE Tickets.

Alternatively, please email [access@adelphitheatre.co.uk](mailto:access@adelphitheatre.co.uk)

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

**Getting to the Adelphi Theatre:**

Entry for customers with access requirements is via the main entrance of the theatre on Strand. The nearest parking bays for registered Blue Badge holders are in John Adam Street (approximately 90 metres from our main entrance), Henrietta Street (approximately 125 metres from our main entrance) and William IV Street (approximately 160 metres from our main entrance). Please note, these spaces are limited in number.

The nearest mainline station to the theatre is Charing Cross and step-free access to the trains is available. The nearest TFL Underground station to the theatre is also Charing Cross (Bakerloo and Northern lines), but this does not have step-free access. The nearest Underground Station with step-free access is Westminster (District, Circle and Jubilee lines), approximately 1km from our main entrance. After leaving Westminster Station, customers should proceed along Whitehall. When they reach Trafalgar Square they should turn right onto the Strand and the Theatre is located on the left hand side.

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

**Arrival:**

A ramp on the right hand side of the main entrance provides level access to the theatre through an automatic door. The Box Office is located on the right hand side as you enter the foyer and a low level counter is available for those who require it. An accessible toilet is available at the far end of the foyer on the left hand side. The bar in the main foyer, the Vivian Ellis Bar at the front of the Stalls auditorium, the Cloakroom, and the confectionery and souvenir kiosks all have step-free access.

**Access to Seating and Viewing Areas**

The Stalls auditorium has level access and there are three dedicated wheelchair park spaces in Row X. Any aisle seat 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 – 41 steps from Ground Floor

Upper Circle – 71 steps from Ground Floor

***Accessible Toilets:***

The Adelphi Theatre has one accessible toilet located at ground level off the main foyer and close to the entrance to the Stalls seating.

There are further standard toilets located inside the Stalls auditorium. The Gents has step-free access and the Ladies can be accessed via 2 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 from our Cloakroom located in the main foyer. 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 Adelphi 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 Adelphi Theatre. For more information, please call our Stage Door on 020 7836 1166 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 Bar, Foyer Kiosk, Merchandise Kiosk (foyer) and Vivian Ellis Bar (Stalls) 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 we can offer an in-seat service. Please speak to our access host upon arrival.