



THE OTHER PALACE ACCESS INFORMATION

Welcome to the Access Information page for The Other Palace.

Venue Address & Contact Details:

The Other Palace
12 Palace Street, London
SW1E 5JA

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 Other Palace, please call our Access Booking Line on **020 7087 7966**.

This service is operated by SEE Tickets.

Alternatively, please email access@theotherpalace.co.uk

Tickets can also be purchased in person from The Other Palace. The Box Office desk is located in the foyer on the left side and has step-free access via the main entrance on Palace Street.

Getting to The Other Palace:

Customers with access requirements can be driven to the front of the theatre on Palace Street where they can access the foyer through the automatic main entrance doors. Blue Badge holders may park right by the theatre on Palace Street (just after the turning for Catherine Place).

The Cardinal Place exit of Victoria is the closest TFL Underground Station and is located approximately 350 metres from the main entrance. This station has step-free access.

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

Arrival:

The main entrance to the theatre provides level access from the street and this entrance opens into a fully accessible foyer and bar. Upon arrival, customers with access requirements will be greeted by a staff member who can assist with all facilities in the foyer as well as the customer's further journey through the theatre. This includes assistance with purchasing tickets on site and assistance in finding their way to 'The Other Naughty Piglet' restaurant, or to seats in the Theatre or Studio.

Access to Seating and Viewing Areas:

The Theatre auditorium has level access and there are four dedicated wheelchair park spaces in Row N. Access to aisle seats in the Theatre auditorium involves a minimum of one step.

The Studio has step-free access via a lift from the main foyer and there is space for two wheelchairs to park on the Studio Floor Level. The Studio has flexible seating and customers wishing to transfer into venue seats can do so on the Floor Level.

Accessible Toilets:

The Other Palace has two accessible toilets. One is located in the foyer area on the Ground Floor. The other is outside the entrance to the Studio and can be accessed step-free via the lift.

There are further standard toilets located in the foyer area on the Ground Floor. Both these Gents and Ladies toilets have step-free access.

Access to Performance:

Our trained staff members 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 in the Theatre. Headsets and hearing aid loops are available and should be requested from a member of Front of House staff upon arrival.

Please note we do not have an audio enhancement system available in the Studio.

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 Other Palace. 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 Other Palace. For more information, please contact us on 020 7592 0302 and ask to speak to a manager.

Evacuation Policy

Our front of house staff members 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:

Our staff are on hand throughout your visit to assist with any purchases you may wish to make.

The Other Gin Palace is a fully accessible bar with a lowered counter and table service is also available. Please speak to our bar staff who will be happy to assist you.

The Studio Bar and The Other Naughty Piglet restaurant both have step-free access via the lift.

If you are unable to access the bars or kiosks then please speak to a staff member upon arrival who will be happy to assist you.