



GILLIAN LYNNE  
THEATRE  
LW THEATRES

## **GILLIAN LYNNE THEATRE ACCESS** **INFORMATION**

Welcome to the Access Information page for the Gillian Lynne Theatre.

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

Address:

Gillian Lynne Theatre  
Drury Lane, London  
WC2B 5JF

**Telephone:**

020 7242 9802

**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 Gillian Lynne 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 the Gillian Lynne Theatre. The Box Office is located in the Lower Foyer and has step-free access via the main entrance on Parker Street.

The Box Office has an Induction Loop installed which works in conjunction with hearing aids. Customers should switch to the 'T' setting to use this facility.

### ***Getting to the Gillian Lynne Theatre:***

Customers with access requirements can be driven to the front of the Theatre on Parker Street where they can access the ground floor foyer,

Cloakroom and Box Office, where a low level counter is available for those who require it.

Blue Badge holders may park at the top end of Drury Lane outside 'Wow Retro' clothing store and on Great Queen Street outside 'Hercules Pillars' public house. These spaces are limited in number and are approximately 100-150 metres from the main entrance.

The Gillian Lynne Theatre is situated above an NCP car park offering standard parking facilities and is accessed via Parker Mews.

For tariffs and charges please visit [www.ncp.co.uk](http://www.ncp.co.uk)

The Gillian Lynne Theatre is located between the TFL Underground stations of Covent Garden and Holborn, these are approximately 480 and 320 metres respectively from our main entrance. Neither of these stations has step-free access. The nearest station with step-free access is Tottenham Court Road which is approximately 800 metres from the Theatre. After leaving the main entrance of Tottenham Court Road Station, customers should proceed via New Oxford Street,

turning right onto Drury Lane and then left onto Parker Street.

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

***Arrival:***

On arriving at the main entrance of the theatre to see the performance customers with access requirements should make themselves known to a member of staff. Customers will then be greeted by a dedicated access host who will assist with all aspects of the customer's journey through the theatre. Entry for customers who require level access is via two lifts to the Upper Foyer level, where the theatre bars and kiosks are located and then also to the auditorium seating.

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

The Stalls auditorium is accessed via the lifts and there are two dedicated wheelchair park spaces in Row S. Row S in the Stalls can also be used for customers wishing to transfer from a wheelchair into a theatre seat. Other aisle seats on the Stalls Auditorium Right involve access via a limited number of steps.

The Dress Circle level of the auditorium can only be accessed via routes including stairs:

Dress Circle – 114 steps from Ground Floor (24 steps using the lifts)

***Accessible Toilets:***

The Gillian Lynne Theatre has two accessible toilets. One is located in the Upper Foyer and the other is just outside the accessible entrance to the auditorium on Level 4. Access is via the lifts.

There are further standard toilets located in the Upper Foyer and on Level 4. Both of these sets of 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 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 the Gillian Lynne 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 Gillian Lynne Theatre. For more information, please call our Stage Door on 020 7242 9802 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 Wintergarden Bar, Gramercy Bar, Saloon Bar and VIP area all have step-free access via the lifts.

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.

### ***Gala Pro:***

We've partnered with Gala Pro – a revolutionary app for accessibility and translation, which enhances your experience at live performances. You can use the app to enjoy the show with subtitles, audio description, closed captioning,

audio amplification or language translation. All services are provided in real-time, using voice recognition technology.

### *How does it work?*

Just download the Gala Pro app for free from the App Store/Google Play. Choose the Gillian Lynne Theatre, the performance of School of Rock and which service you need from: subtitles, closed captioning, language translation or the Audio Describe Program for the visually impaired.

You'll be in airplane mode so you don't need to worry about messages or phone calls interrupting you. Gala Pro also displays on a black screen with red or grey font so the text can only be read when you're looking down at your phone and there are no bright lights to disturb anyone.

So, go ahead, download, enjoy the show and let Gala Pro make sure you understand it all.

Don't worry if you haven't got a smartphone, we can provide you with a suitable device and a pair of headphones at the theatre. Just ask a member of our team on arrival.

## *What to do before you get to the theatre*

- Download GalaPro from the App Store or Google Play
- New users select “Get Started Now” and enter your email and create a password
- Tap the compass arrow to select your city
- Choose “School of Rock ” on the home page for show information
- When you’re in the Gillian Lynne Theatre, right before the show
- Set your phone to Airplane mode
- Turn on Wi-Fi and choose the GalaPro\_SchoolOfRock Wi-Fi with the password “galapro1” (all lowercase)