

# **Harrogate Theatre Access Guide**

## About Harrogate Theatre

Harrogate Theatre is on Oxford Street in central Harrogate.

The area is well served by good public transport links with the main bus and rail terminals five minute walk away as well as accessible parking close by.

There are two auditoriums within Harrogate Theatre, the Main Auditorium and Studio Theatre. The Box Office, Shop and Cloakroom are accessible from the main entrance foyer.

Harrogate Theatre is open Monday to Saturday 10am – 5pm or until 15 minutes after the start of the evening performance. The Theatre is closed on Bank Holidays.

## Tickets

### Booking Tickets

To ensure the best choice of seats, we advise you to book in advance and we'll post your tickets to arrive with you before the performance date.

Please mention when booking if you require a wheelchair seat, an aisle seat, a seat near the front, or if you have any other requirements.

Please note strobe lighting, smoke effects and gunshots are sometimes used in productions, details will be available from the Box Office.

Tickets can be booked in person at the Harrogate Theatre Box Office counter on Oxford Street, Harrogate, by phone on 01423 502 116, by email on [info@harrogatetheatre.co.uk](mailto:info@harrogatetheatre.co.uk) or fax on 01423 563 205.

### Collecting Tickets

If you're collecting tickets before a performance, please arrive at least 15 minutes before the start of the performance. The Box Office is situated in the entrance foyer of the Theatre.

## **Concessions**

Reduced priced tickets are available for disabled people, plus one free companion seat.

## **Getting to Harrogate Theatre**

### **Drop-Off Point**

Harrogate Theatre's main entrance is on Oxford Street, Harrogate.

Before 10.30am and after 5pm there is drop off access directly outside the Theatre's main doors. Outside of these hours Oxford Street is pedestrianised and vehicles are not permitted. Oxford Street allows flat access to the Theatre.

There is an alternative drop off point at the rear of Harrogate Theatre on Cheltenham Parade. This is only a two minute walk from the main doors which is partially sloped.

### **Buses**

Harrogate's main bus terminal is on Station Parade in central Harrogate and is a five minute level access walk from Harrogate Theatre and is serviced by all major Harrogate & District Travel bus services.

For more information or to plan your journey by bus please contact Harrogate & District Travel via telephone on 01423 566 061, fax on 01423 819 909, email on [enquire@harrogateanddistrict.co.uk](mailto:enquire@harrogateanddistrict.co.uk) or visit their website at [www.harrogateanddistrict.co.uk](http://www.harrogateanddistrict.co.uk)

### **Rail**

Harrogate's railway station is on Station Parade in central Harrogate and is an eight minute level access walk from Harrogate Theatre. Harrogate is accessible via direct services from both York and Leeds.

For more information or to plan your journey by rail please contact Northern Rail via telephone on 0845 000 0125, email on [customer.relations@northernrail.org](mailto:customer.relations@northernrail.org) or visit their website at [www.northernrail.org](http://www.northernrail.org)

## **Parking**

There are four free parking spaces reserved for blue badge holders on Cheltenham Parade, immediately behind the Theatre. They are only a two minute walk from the main doors which is partially sloped.

There is free on street parking after 6pm on the streets directly surrounding Harrogate Theatre.

The nearest secure car park is the Jubilee Car Park on Cheltenham Crescent. This is an NCP car park so there is a charge but it has CCTV, disabled parking, lifts to all floors and public help points on all levels. The Jubilee car park is a ten minute level walk to Harrogate Theatre. For more information on this car park please visit [www.harrogate.gov.uk](http://www.harrogate.gov.uk)

## **Taxis**

If you require a taxi after the performance then please ask the Duty Manager to arrange a pick up time for you.

## **Arriving at Harrogate Theatre**

The main entrance doors at Harrogate Theatre are power assisted and there is a low level push pad button on the right hand side of the entrance which will automatically open the doors for you.

There is a corresponding pad inside the Theatre on the left hand side of the foyer to allow easy exiting from the building.

All areas of the building are carpeted. The entrance foyer area is where you will find the Box Office, Cloakroom and Shop.

## **Main Auditorium**

Harrogate Theatre's Main Auditorium is 108 years old and is a magnificent Victorian playhouse.

500 seats are spread over three levels, the Stalls, the Circle and Boxes as well as the Balcony.

### **Stalls Level**

To reach the Stalls Level, there is level access via Cheltenham Parade (a two minute, partially sloped, walk from the main entrance and is partially sloped) or via two stair cases; one has 13 steep steps and the other has 11 steps with a more gradual decline.

On the Stalls Level there is also the Stalls Bar and a designated accessible toilet

There are adapted spaces for wheelchairs on this level. They are at the back of the Main Auditorium on a flat level raised platform. We can accommodate 4 wheelchairs, 2 on either side of the Theatre's sound desk. One wheelchair can be seated with 2 carers as we have moveable chairs.

### **Circle and Boxes Level**

There are 21 steps from the entrance foyer up to the Circle Level.

On the Circle and Boxes Level there is also the Circle Bar and toilets. There is no designated disabled toilet on the Circle level.

There are hand rails to assist or you can use the Theatre's stairclimber, this is a power assisted mobile unit that allows wheelchair users a method to travel up and down stairs with ease. Please inform the Box Office when booking your tickets that you will want to use the stairclimber when you visit Harrogate Theatre.

There are no designated wheelchair spaces in the Circle.

To access your seats in the Circle and Boxes from the Circle landing you will need to go down one of three main aisles. These stairs are quite steep and there are handrails down either side to assist you if needed. If unsteady on your feet we advise you to book seats near the rear of the Circle. Please do not use the middle stair aisle if you have any mobility impairments as it does not have a handrail.

From the rear of the circle to the front there are 15 steps and to the boxes 17 steps.

## **Balcony Level**

There are 66 steps from the entrance foyer to the Balcony Level. Please be advised this is a steep climb and involves quite a lot of walking.

Handrails for assistance cover half the way to the Balcony Level or you can use the Theatre's stairclimber this is a power assisted mobile unit that allows wheelchair users a method to travel up and down stairs with ease. Please inform the Box Office when booking your tickets that you will want to use the stairclimber when you visit Harrogate Theatre.

Once at the Balcony level there are three slight steps down to access Row A and three slight steps up to access Row B.

There are no designated wheelchair spaces in the Balcony.

Access to both rows of the Balcony is from one entrance. Therefore if you book Balcony seats 17-32 you should take your seat in plenty of time.

## **Studio Theatre**

The Studio Theatre was added to Harrogate Theatre in the mid 70's and is a modern studio performance space situated at the very top of the building.

There are 42 steps from the entrance foyer to the Studio Landing Level.

There are hand rails to assist or you can use the Theatre's stairclimber, this is a power assisted mobile unit that allows wheelchair users a method to travel up and down stairs with ease. Please inform the Box Office when booking your tickets that you will want to use the stairclimber when you visit Harrogate Theatre.

On average there are approximately 60 seats in the Studio Theatre laid out over four raked seating banks with slight raised steps between each one. There are floor seats and a level access central aisle.

The seating in the Studio Theatre is flexible so please enquire with the Box Office as to the seat layout for the show you are attending.

Also the majority of shows in the Studio Theatre are unreserved so if it is necessary that a certain seat is reserved for you then please inform the Box Office when booking your tickets.

## **Facilities for Visually Impaired**

### **Guide Dogs**

Guide Dogs can be taken into the auditorium. Please mention this when booking and you'll be offered an aisle seat, and told about any special effects that might affect your dog's comfort. Alternatively guide dogs can be left in the care of front-of-house staff.

### **Season Brochures**

All Harrogate Theatre season brochures are available in Braille and Large Print formats from the Box Office.

### **Touch Tours**

If you would like to arrange a touch tour for any production then please contact the Harrogate Theatre Box Office on 01423 502 116 or email [info@harrogatetheatre.co.uk](mailto:info@harrogatetheatre.co.uk)

## **Facilities for Deaf & Hearing Impaired**

### **Hearing Enhancements & Headsets**

An infra-red audio system is available in the Main Auditorium. For the loop to work you will need to collect an individual neck loop from a front of house assistant and set your hearing aid to the 'T' position. If your hearing aid doesn't have a T setting the induction loop will not work.

## **Induction Loops**

The Main Auditorium is also fitted with an induction loop.

## **Sign Language Interpreted Performances**

Harrogate Theatre offers signed performances for selected performances in the Main Auditorium. Please check the relevant season brochure or enquire at the Box Office for information. At signed performances a block of Stalls seats is reserved to ensure a good view of the signer and the stage.

Harrogate Theatre is a member of SPIT – Signed Performances in Theatre

## **Captioned Performances**

Harrogate Theatre offers captioned performances for selected performances in the Main Auditorium. Please check the relevant season brochure or enquire at the Box Office for information. At Captioned performances a block of Stalls seats is reserved for you to ensure a good view of the caption box and the stage.

Captioning converts the spoken word into text, which is displayed on a caption unit that is viewed by the audience. As the captions roll (delivered live from a laptop computer by a trained captioner) audience members can follow what is said, when it is said and by whom. Sound effects and off-stage noises are also included.

## **Hearing Dogs for the Deaf**

Assistance dogs can be taken into the auditoriums. Please mention this when booking and you'll be offered an aisle seat, and told about any special effects that might affect your dog's comfort. Alternatively guide dogs can be left in the care of front-of-house staff.

## **Further Information**

### **Tours**

To arrange a familiarisation visit to Harrogate Theatre please contact the Marketing Department on 01423 502 710 or email [info@harrogatetheatre.co.uk](mailto:info@harrogatetheatre.co.uk)

### **Bars**

There are two bars at Harrogate Theatre – one on the Stalls Level and one on the Circle Level. All bars have moveable chairs and tables at an accessible height. Interval drinks can be ordered in advance from the bars.

### **Contacts**

#### **Box Office**

Telephone: 01423 502 116

Fax: 01423 563 205

[info@harrogatetheatre.co.uk](mailto:info@harrogatetheatre.co.uk)

[www.harrogatetheatre.co.uk](http://www.harrogatetheatre.co.uk)

#### **Administration**

Telephone: 01423 502 710

Fax: 01423 563 205

[info@harrogatetheatre.co.uk](mailto:info@harrogatetheatre.co.uk)

[www.harrogatetheatre.co.uk](http://www.harrogatetheatre.co.uk)