

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.

Harrogate Theatre Address

Harrogate Theatre
Oxford Street
Harrogate
HG1 1QF

Contact Details

Box Office

Telephone: 01423 502 116
boxoffice@harrogatetheatre.co.uk
www.harrogatetheatre.co.uk

Administration

Telephone: 01423 502 710
info@harrogatetheatre.co.uk
www.harrogatetheatre.co.uk

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, HG1 1QF
By phone on 01423 502 116 or by email on boxoffice@harrogatetheatre.co.uk

Collecting Tickets

If you are 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.

Carer Tickets

If you require a carer to accompany you on your visit, we can arrange for a free ticket on request to the Box Office.

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 Transdev Harrogate & District bus services.

For more information or to plan your journey by bus please contact Transdev Harrogate & District via telephone on 01423 566 061, email on enquire@harrogateanddistrict.co.uk or visit their website at www.harrogatebus.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 08457 484950, email on customer.relations@northernrail.org or visit their website at 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

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. There are bars on the Circle and Stalls Levels.

Harrogate Theatre Main Auditorium

A magnificent Victorian playhouse with 500 seats 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 on Oxford Street). The Stalls Level can also be accessed via two staircases from the main entrance; 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. There are hand rails to assist.

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 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 aisles. These stairs are quite steep and there are handrails down either side to assist you if needed. If you are 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.

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 at Harrogate 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. There are hand rails to assist.

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

Audio Described Performances

Harrogate Theatre offers audio description for selected performances. Please check the website, season brochure or enquire at the Box Office for information.

Collect a headset from the Box Office as you arrive. The description starts about 15 minutes before the show and includes information on the production. The audio describer then provide commentary on the action and visual effects throughout the performance.

Touch Tours are available on all audio described performances, please book on to the tour with Box Office. The tour offers you the chance to orientate yourself with the set and costumes immediately before the show.

Guide Dogs

Guide Dogs can be taken into the auditorium. Please mention this when booking and you will 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 can be made available in Braille and Large Print formats. Please request at the Box Office.

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 an usher 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.

British Sign Language Interpreted Performances

Harrogate Theatre offers British sign language interpretation for selected performances. Please check the website, season brochure or enquire at the Box Office for information.

When booking for a signed performance the Box Office can inform you where the best seats are to view the translator.

Captioned Performances

Harrogate Theatre offers captioned performances for selected performances. Please check the website, season brochure or enquire at the Box Office for information.

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.

When booking for a captioned performance the Box Office can inform you where the best seats are to view the caption unit.