I am going to the New Theatre in Oxford.
I will enter through the main entrance or side entrance on Victoria Court, where a member of staff will check my ticket, this area may be noisy and busy.
Your Ticket for the show will look like this. A member of staff on the front door and the usher inside will need to see the ticket.
If I have tickets to collect I can do this at the Box Office
In the main entrance foyer I will see a flight of stairs which I will need to go up if I'm seated in the circle.
If I'm seated in the Stalls I will go down a staircase like this
If I need lift access down to the stalls, I can use the lift located in the stalls foyer, with the assistance of an Access Usher.

Social Story for the Oxford New Theatre
In the main foyer, I will see an adapted toilet and inside the stalls auditorium there is an additional adapted toilet.
If I want a drink I can buy drink, sweets or ice cream at the Kiosk
The theatre has three floors. My seats will be in a place called the Stalls, Circle or Balcony. The Circle (Pictured Left) and the Balcony are upstairs (Pictured Right). There are handrails to help on all staircases.
If I need to go to the toilet, I must follow these signs

If I get lost or need any help when I am at the theatre, I may ask a member of theatre staff, they will be wearing waistcoats or black shirts and will have a name badge on, they are happy to help.
When the auditorium is ready a member of staff will open the doors. I may enter the auditorium at this point with the rest of the group.

I must remember to go to the toilet before taking my seat.
If I’m using the Access lift an Access Usher will assist me to the Stalls. I may enter the auditorium at this point with the rest of the group.

I must remember to go to the toilet before taking my seat.
A person called an usher will look at my ticket and tell me which seat to go to.

The numbers on the tickets tell us where we have to sit. It is not a choice.
If I use a wheelchair I will sit at the back of the stalls in a special place.
This is the view from our wheelchair bay (X7-15)
This is the view of the auditorium from the stage.
Just before the performance is due to begin, there will be an announcement asking everyone to turn off their mobile phones. The lights will go dark and everyone will be quiet. I must also quieten down in order to hear everything the actors say.
In the event of an emergency evacuation, I must follow the instructions given by theatre staff and follow these signs to leave the building.
If I cannot keep quiet, or if find the performance too loud, I can ask a member of theatre staff or an adult to take me to one of the quiet spaces, which look like this.
About halfway through the production, there will be a break called the interval. The actors will go offstage and the lights will come back on. People will also start moving around. During this period I can go to the toilet, as I may not be able to go in the second half.
I can also buy an ice cream from one of the sellers, either at the kiosk or inside the auditorium.
At the end of the interval I will hear an announcement informing me that the performance is about to restart. When I hear this announcement I must return to my seat and try to be quiet. The lights will go dark again.
At the end of the performance, the audience will clap. This tells the actor that we liked the show. I may join in with the clapping if I want to.
When the actors have left the stage, the lights will come back on and everyone will start moving around. I may either leave the building immediately, or wait until the crowds have quietened down. We hope you have enjoyed the show.
Access Ushers are here to help with additional access needs and to assist you, providing an at seat service if required.
If you would like to organise a familiarisation visit before your theatre trip, we would be more than happy to arrange this, please do not hesitate to contact us on either

Michaelbethell@theambassadors.com

or call directly on 01865 320769
Pictures taken by:
Mark Williams and Michael Bethell