

SAVOY

THEATRE

SAVOY THEATRE ACCESS GUIDE

CONTENTS

WELCOME	Page 1
BOOKING	Page 2
GENERAL INFORMATION	Page 3
VISUAL IMPAIRMENT	Page 5
HEARING IMPAIRMENT	Page 8
WHEELCHAIR USER	Page 11
LIMITED MOBILITY	Page 13

WELCOME

Thank you for booking with Ambassador Tickets.

The design and layout of our fabulously iconic auditorium dates back to 1929. Whilst there is arguably no finer example of art deco interior design anywhere in the UK, our historic architectural significance makes it necessary to provide you with some additional informatino to ensure your visit is as comfortable as possible.

We hope you find the following information useful in planning your visit, and look forward to welcoming you to the Savoy Thatre.

CONTACT INFORMATION

SAVOY THEATRE
Savoy Court
London
WC2R 0ET

Access Booking Line: 0844 871 7677

Stage Door: 020 7845 6050

Touch Type: 18001 0871 297 5477

Please note:

If you have any problems when booking seats please do not hesitate to contact
Access Champion Michael Bond:
michaelbond@theambassadors.com

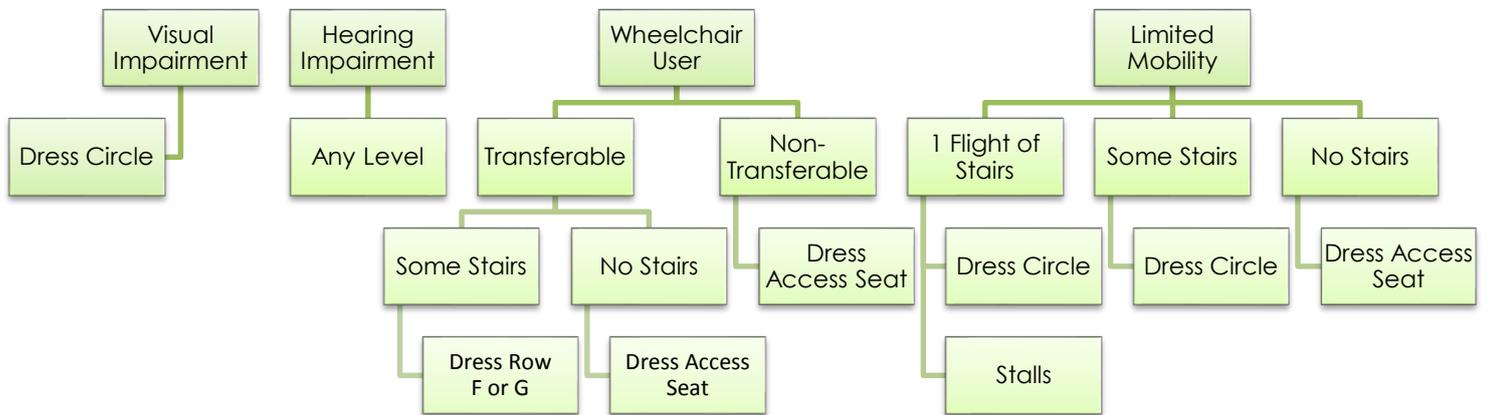
Theatre Manager: Glenn Cottenden

Deputy Theatre Manager/Access Champion: Michael Bond

Email: michaelbond@theamassadors.com

BOOKING

To ensure a comfortable and enjoyable experience for yourself, it's best for us to understand your needs before you even arrive at the theatre. The following chart is a simple to use aid in determining which seat is best for you.



A more need specific copy of this chart can be found in each section of the guide. When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs.

Access Booking Line: 0844 871 7677

Please note:

Should you require to travel with a carer, they are entitled to the same 50% adjusted rate as yourself.

GENERAL INFORMATION

GENERAL INFORMATION

The entrance of the theatre is just off the Strand, on Savoy Court.

The first set of double doors you will reach is the box office reception, where you can pick up your tickets if needed. Then the next three sets of double doors are the entrances for the stalls, dress circle and grand circle accordingly, all of which are marked clearly.

The first level down from the foyer is the dress circle, with a bar, ladies toilets, gentlemen's toilets, access toilet and kiosk.

Follow the stairs down to the mezzanine level, with a bar, toilets, the Royal Box and Ambassador Lounge.

The Ambassador Lounge

To add a little magic to your evening why not treat yourself to the VIP experience? For just £15 a head you get access to the lounge itself, a welcome drink of your choice (including wines, prosecco, spirits and mixers, and an array of soft drinks) complimentary nibbles, private cloakroom and toilet. Our wonderful ambassador team will also accompany you to and from your seats, and assist with any of your needs.

The next level down from the mezzanine, and last, is the stalls. It is four flights of stairs down. Again, the stalls features ladies' and gentlemen's toilets, a sweet shop kiosk and a bar.

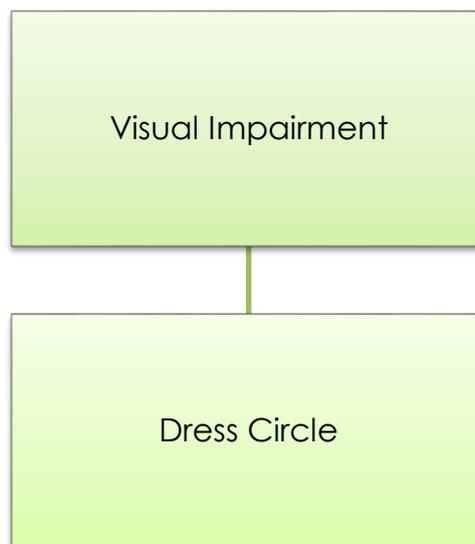
BINOCULARS

There are binoculars located in front of most seats inside the auditorium and if you require extra please speak to one of the front of house staff. We provide an array of merchandise which is available from all Kiosks. During the show there will be a 20 minute interval where you can visit our bars, kiosks and toilets which are situated on all levels of the theatre.

VISUAL IMPAIRMENT

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. Please also be aware that there are a number of stairs to most seats in the auditorium and if this is a problem let a member of staff know prior to booking. For patrons with a visual impairment we advise seating in the Dress Circle. This is due to the level's step free access. All seating is up or down shallow steps however there are handrails.



To book tickets please call our Box Office on **0207 845 6055**. When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs.

FACILITIES AND BUILDING INFORMATION

The Dress Circle is a flight of stairs (32 steps) down from the entrance foyer. There are a further 8 steps down to the Dress Circle auditorium from the bar. The Savoy Theatre's Dress Circle however also benefits from step free street

level access. The entrance to the Dress Circle from street level is from Carting Lane; the doors here lead straight into the auditorium. The level also has a step free access toilet. Bars and kiosks, however, are both up a small set of stairs.

ON ARRIVAL

Please ensure that you arrive at the theatre 30 minutes prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and make yourself known to a member of the front of house team who will be waiting in the foyer and will be able to assist you to your seats if required. If wishing to use step free access, on arrival through the main entrance in Savoy Court, patrons can be escorted around to the entrance on Carting Lane. Any patrons in the stalls will be required to walk down 16 stairs in order to enter the auditorium. The walk from the main entrance to Carting Lane, is approximately a 10 minute walk and involves navigating gradients on Savoy Street. A member of the Front of House team will be available to escort patrons from the main entrance to their seats in the auditorium.

Please use the link here to view a short video showing the access route:

<https://youtu.be/vi2dFkFXm60>

Alternatively you may make your own way to the Carting Lane entrance and call Stage Door on 020 7845 6050 upon arrival. They shall then notify a member of front of house to open the doors for you.

Please note

The Carting Lane entrance leads directly into the auditorium and so patrons are advised to arrive no earlier than half an hour, and no later than fifteen minutes, before the performance.

GUIDE DOGS

Guide dogs are welcome at the Savoy and can be catered for - both inside and outside the auditorium, depending on your preference. If you require the dog inside the auditorium, we advise you book an aisle seat for maximum comfort and ease. If you don't require your dog during the performance, our stage door keeper or member of our front of house team will look after him/her for you and provide water.

Please inform the member of staff when booking that you are bringing your dog and they will be able to ensure that you are booked into the most appropriate and spacious seat for you.

AUDIO DESCRIBED PERFORMANCES



The Savoy provide a number of audio described performances throughout the year for visually impaired audience members who would benefit from having a live commentary of what is happening on stage.

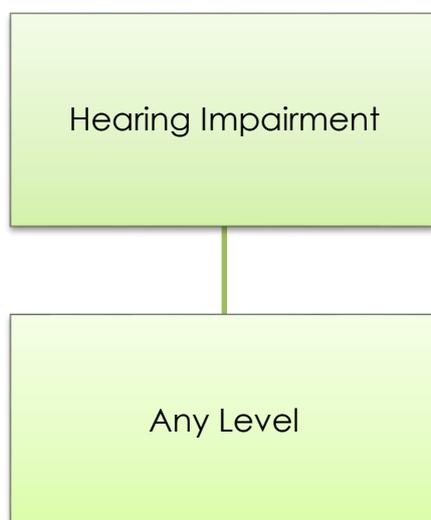
In audio described performances a headset is issued to audience members to enable them to listen to a live description of the action onstage alongside all the dialogue and song within the show. Not all shows are an audio described performance. Any such performances will have an audio described logo next to it in brochures and online. There is a full list of audio described performances on our ATG website, our box office staff and in-house access team will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, and is not distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the audio description during the performance and you will be allocated seats and headset accordingly.

HEARING IMPAIRMENT

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. For patrons with a hearing impairment we can accommodate you on any level of the theatre.



ON ARRIVAL

Please ensure that you arrive at the theatre at least half an hour prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and ask the box office staff for a headset.

At the Savoy we provide two different types of hearing aid system:

Infra-red loop system - which you can connect to your hearing aid

A headset - which magnifies the sound on stage.

Both hearing aid systems are available at the Box Office for a £10 deposit, which shall be refunded to you at the end of the show. A box office staff member will take your name and seat number, and keep the deposit safe in the box office, in which a member of staff is present at all times.

If you would prefer to leave the theatre via an alternative route, please inform a member of staff during the interval and we can arrange for your deposit to be brought to you at the end of the show.

CAPTIONED PERFORMANCES



The Savoy provide a number of specific captioned performances throughout the year.

In captioned performances the words of all dialogue and songs are displayed on screens on either side of the dress circle level of the auditorium. This is particularly beneficial for patrons whose hearing is impaired, anyone who has difficulty following strong accents and people for whom English is not their first language.

Not all shows have captioned performance. Any captioned performances will have a captioned logo next to it in brochures and online. There is a full list of Audio described performances on our ATG website, our box office staff and in-house access team will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, however special consideration is made in the dress circle where the screens are situated. This is not distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the captions during the performance and you will be allocated seats appropriately.

SIGNED PERFORMANCES



The Savoy provide a number of specific signed performances throughout the year.

In signed performances an interpreter is positioned on stage throughout the performance, who interprets the words of all dialogue and songs. This is particularly beneficial for patrons who are deaf, deafened or hard of hearing who use sign language as their primary language.

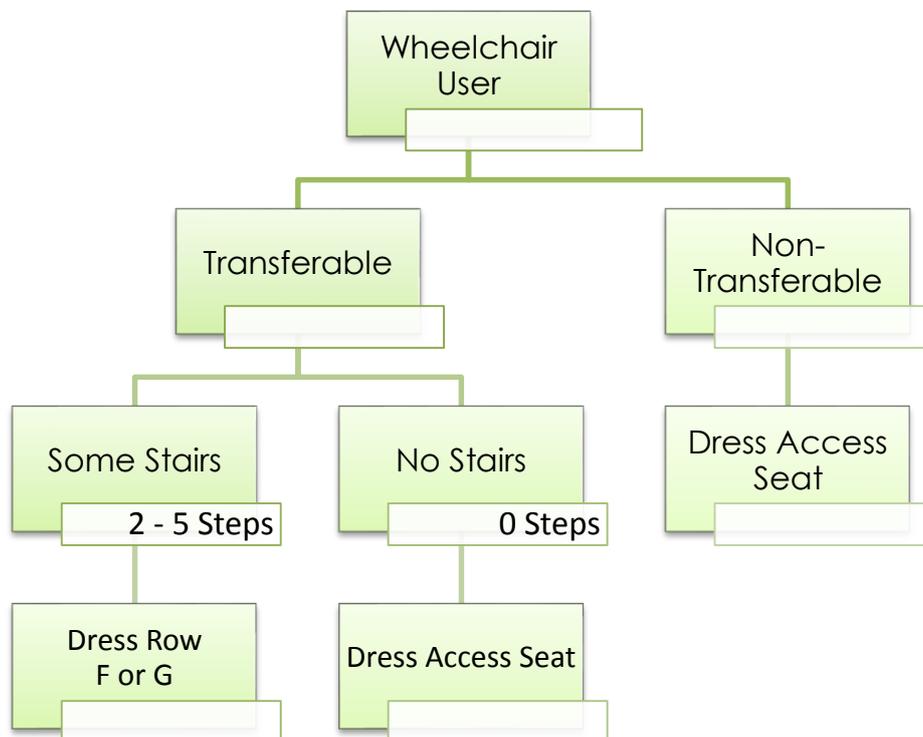
Not all shows have signed performances. Any signed performances will have a signed logo next to it in brochures and online. There is a full list of signed performances on our ATG website, our box office staff and in-house access team will also be aware of when the captioned performances are and will be able to assist with requests.

This is a performance suitable for everyone, however special consideration is made in the stalls where the interpreter is stood on the stage left. This may be distracting for other patrons. When booking tickets please ensure that you specify whether you will require the use of the signed interpretation during the performance and you will be allocated seats appropriately.

WHEELCHAIR USER

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. For wheelchair users we advise seating in the Dress Circle. This is due to the level's step free access. Apart from the access seating area all seating is up or down shallow steps however there are handrails.



FACILITIES AND BUILDING INFORMATION

The Dress Circle is a flight of stairs (32 steps) down from the entrance foyer. There are a further 8 steps down to the Dress Circle auditorium from the bar. The level however also benefits from step free street level access. The exterior entrance to the Dress Circle from street level is from Carting Lane; the doors

here lead straight into the auditorium. The level also has a step free access toilet. Bars and kiosks, however, are both up a small set of stairs.

ON ARRIVAL

Please ensure that you arrive at the theatre 30 minutes prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and make yourself known to a member of the front of house team who will be waiting in the foyer and will be able to assist you to your seats if required. If wishing to use step free access, on arrival through the main entrance in Savoy Court, patrons can be escorted around to the entrance on Carting Lane. Any patrons in the stalls will be required to walk down 16 stairs in order to enter the auditorium. The walk from the main entrance to Carting Lane, is approximately a 10 minute walk and involves navigating gradients on Savoy Street. A member of the Front of House team will be available to escort patrons from the main entrance to their seats in the auditorium.

Please use the link here to view a short video showing the access route:

<https://youtu.be/vi2dFkFXm60>

Alternatively you may make your own way to the Carting Lane entrance and call Stage Door on 020 7845 6050 upon arrival. They shall then notify a member of front of house to open the doors for you.

Please note

The Carting Lane entrance leads directly into the auditorium and so patrons are advised to arrive no earlier than half an hour, and no later than fifteen minutes, before the performance.

If patrons wish to transfer out of their wheelchair, a member of the Savoy Front of House team can safely store it during the performance in a nearby location and return it at the end of the show or when requested.

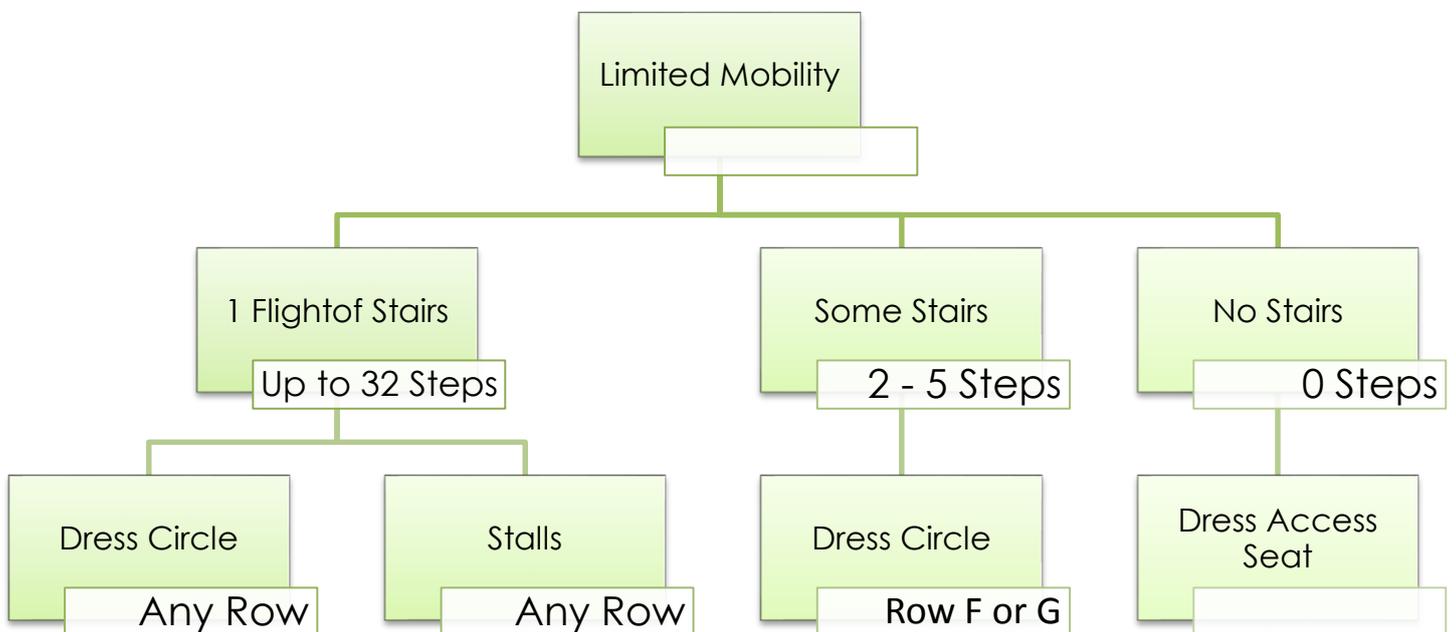
LIMITED MOBILITY

BOOKING TICKETS

When booking please advise box office staff of your requirements so that they can give the best possible advice on your own access needs. For patrons with limited mobility we advise seating in the Dress Circle or Stalls.

The Dress Circle benefits from step free access whereas the Stalls has at least one flight of stairs down from street level, this is due to the theatre being built on the banks down to the river Thames. In the Dress Circle all seating, apart from the access seating area, is up or down shallow steps however there are handrails. The stalls conversely benefits from no steps inside the auditorium.

Please note: Step free unisex toilet access in the Dress Circle. Male patrons toilet in the stalls require one flight of stairs.



FACILITIES AND BUILDING INFORMATION

The Dress Circle is a flight of stairs (32 steps) down from the entrance foyer. There are a further 8 steps down to the Dress Circle auditorium from the bar.

The level however also benefits from step free street level access. The exterior entrance to the Dress Circle from street level is from Carting Lane; the doors here lead straight into the auditorium. The level also has a step free access toilet. Bars and kiosks, however, are both up a small set of stairs. The Stalls are at the bottom of the building due to The Savoy being built on the banks of the river Thames. Therefore the Stalls are down three flights of stairs (75 Steps). Alternatively patrons may use an exterior entrance just off Carting Lane. This entrance then requires guests to use just one flight of stairs (16 Steps). The ladies' toilets all have step free access. The gentlemen's however require one flight of stairs (20 Steps). The Stalls additionally has a Sweet Shop Kiosk and a Bar, which is up a small set of stairs (5 Steps)

ON ARRIVAL

Please ensure that you arrive at the theatre at least 30 minutes prior to the start of the performance. Upon arrival please collect your tickets from our box office, if necessary, and make yourself known to a member of the front of house team who will be waiting in the foyer and will be able to assist you to your seats if required. If wishing to use step free or reduced step access, on arrival through the main entrance in Savoy Court, patrons can be escorted around to the desired exterior entrance. The walk from the main entrance to Carting Lane, is approximately a 10 minute walk and involves navigating gradients on Savoy Street. A member of the Front of House team will be available to escort patrons from the main entrance to their seats in the auditorium.

Please use the link here to view a short video showing the access route:

<https://youtu.be/vi2dFkFXm60>

Alternatively you may make your own way to the Carting Lane entrance and call Stage Door on 020 7845 6050 upon arrival. They shall then notify a member of front of house to open the doors for you.

Please note

The Carting Lane Dress Circle entrance leads directly into the auditorium and so patrons are advised to arrive no earlier than half an hour, and no later than fifteen minutes, before the performance.

