

ACCESSIBILITY INFORMATION

**For theatregoers who require
extra assistance Theatremonkey,
with the assistance of Official
London Theatre, provides
the following information**

Accessibility Information

- Contact details:** The telephone numbers and email addresses listed here are specialised to deal with accessibility enquiries and related reservations. Refer to the Theatre by Theatre section for contact details for general public enquiries and reservations.
- Stair access:** In major theatres, the approximate number of stairs is given between the foyer and: street, stalls, dress circle, upper circle and balcony levels.
- For larger arts and entertainment complexes, only the presence of lifts or flat access may be recorded as these buildings are otherwise designed for easy access for all patrons and auditoria have multiple access routes.
- Toilet locations:** These toilets are adapted for disabled customers' use. A RADAR key may be required to gain access.
- Wheelchair spaces:** The location and number are given. Unless otherwise noted, flat access for wheelchairs is available to these, via the foyer or side entrance.
- Sound amplification:** ● Sennheiser infrared system ◆ Induction loop system.

Theatre	Contact details	Stair access	Adapted toilet locations	Wheelchair spaces	Sound amp.	Other information
Adelphi	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	1 or ramp to foyer 0 to stalls 41 to dress circle 70 to upper circle	stalls foyer	stalls x2	●	A low box office counter is available.
Aldwych	020 7379 3367 Telephone 020 7240 9660 access@aldwychtheatre.co.uk	6 or ramp to foyer 26 to stalls 0 to front dress circle 15 to rear dress circle 50+ to upper circle	dress circle	dress circle x4	●	
Ambassadors	020 7395 5405 access@theambassadorstheatre.co.uk	0 to foyer 26 to stalls 5 to (dress) circle	none	none	● ◆	Auditorium is not accessible to wheelchair users unable to manage stairs.
Apollo	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	1 to foyer 22 or stair-lift to stalls 12 to dress circle 41 to upper circle 48 to balcony	stalls	stalls x2	●	Access from the street to stalls is direct via stair-lift.
Apollo Victoria	020 7828 7074 Apollonic.bookings@livenation.co.uk	5 or stair-lift to foyer 29 to stalls 13 to (dress) circle	ground floor foyer	(dress) circle x4	● ◆	The stair-lift from street to foyer is at the Vauxhall Bridge Road entrance.

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Arts	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	1 or ramp to foyer 19 to stalls 5 or ramp to dress circle	(dress) circle	dress) circle x2		Ramp is direct from street to dress circle.
Barbican Centre: Main Theatre	020 7638 8891 Minicom 020 7382 7297 access@barbican.org.uk	0 to foyer 25 or lift to stalls 27 or lift to (dress) circle 20 or lift to upper circle 15 or lift to gallery (balcony)	stalls circle foyer	stalls x4 upper circle x4	●	A full guide is downloadable at www.barbican.org.uk/visitor-information/disability-access
Barbican Centre: Pit Theatre	020 7638 8891 Minicom 020 7382 7297 access@barbican.org.uk	0 to foyer 0 to auditorium	foyer	floor x2	●	A full guide is downloadable at www.barbican.org.uk/visitor-information/disability-access
Cambridge	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	0 to foyer 4 to stalls 31 to dress circle 64 to upper circle	stalls	stalls x2	●	

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Comedy	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@ theambassadors.com	2 or ramp to foyer 24 to stalls 0 to dress circle 23 to royal (upper) circle 50 to balcony	foyer	dress circle x4	● ◆	
Criterion	020 7839 8811 admin@criterion-theatre.co.uk	1 to foyer 60 to stalls 30 to dress circle 0 to upper circle	upper circle	upper circle x2	●	Wheelchairs enter via the stage door in Jermyn Street.
Dominion	020 7636 2295 dominionboxoffice@livenation. co.uk	0 to foyer 10 or stair-lift to stalls 20+ to (dress) circle	Stalls next to box stalls	stalls x4 box x1	●	Stair-lift to stalls.
Donmar Warehouse	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@ theambassadors.com	1 or ramp to foyer 26 or lift to stalls 48 or lift to (dress) circle	(dress) circle	stalls x1	◆	Stalls wheelchair space users will require the lift to access (dress) circle level toilet facilities.
Drury Lane, Theatre Royal	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets. com	4 to foyer 37 to stalls 39 to grand (dress) circle 61 to upper circle 90 to balcony	stalls	stalls x4	● ◆	

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Duchess	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com 20 to stalls 11 to dress circle	1 to foyer	stalls	stalls x2	●	A stair-climber is used to access stalls wheelchair spaces. The adapted toilet door opens inwards.
Duke of York's	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@theambassadors.com	1 to foyer 23 to stalls 0 to royal (dress) circle 23 to upper circle	dress circle	dress circle x2		
Fortune	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@theambassadors.com	0 to foyer 21 to stalls 7 to dress circle 40 to upper circle	none	none	● ◆	Not wheelchair accessible. A minimum of 4 steps must be negotiated.
Garrick	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	1 or ramp to foyer 24 to stalls 0 to dress circle 33 to upper circle	foyer	dress circle x3	●	
Gielgud	0844 482 5137 access@delmack.co.uk	1 to foyer 20 to stalls 3 or ramp to dress circle 30 to grand (upper) circle	foyer	dress circle x2	●	The hearing loop works best in the front rows of all sections.

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Haymarket, Theatre Royal	020 7930 8800 tx@trh.co.uk	1 to foyer 18 to stalls 28 to royal (dress circle 60+ to upper circle 60+ to (gallery balcony	stalls	stalls x1	 	Flat access to stalls via a street door.
Her Majesty's	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	1 or ramp to foyer 18 to stalls 32 to royal (dress circle 62 to grand (upper) circle 89 to balcony	stalls	stalls x4		
Leicester Square Theatre Main auditorium	0844 847 2475 ask to be transferred the box office.	0 to foyer 24 to stalls				
Leicester Square Theatre "The Basement"	0844 847 2475 ask to be transferred the box office.	0 to foyer 20 to stalls				

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London Palladium	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	3 to foyer 12 or stair-lift to stalls 26 to royal (dress) circle 47 to upper circle	stalls	stalls x4	●	Wheelchair access is via ramp over 3 steps into box office, then lift to stalls; or flat via a street door.
Lyceum	020 7420 8113	1 or ramp to foyer 7 or ramp to stalls 32 or lift to royal (dress) circle 82 or lift to grand (upper) circle	stalls	stalls x8	● ◆	Lifts closest to low numbers side seating. Large print and Braille programmes are often available. 13 stairs to box office A call bell is available at street level.
Lyric	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	4 or ramp to foyer 24 to stalls 0 to dress circle 28 to upper circle 60 to balcony	next to boxes	dress circle x4	●	Wheelchair users also have flat access to boxes C, D and E.
National Theatre: Cottesloe auditorium	020 7452 3000 Minicom 020 7452 3009	0 to foyer 0 to pit and level 1 entrance 22 to level 2	foyer	Level 1 x2	●	Cast lists are available in large print and Braille formats from the information desk.

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National Theatre: Lyttelton auditorium.	020 7452 3000 Minicom 020 7452 3009	0 to foyer 0 to stalls 22 to (dress) circle	foyer	stalls x4	●	Cast lists are available in large print and Braille formats from the information desk.
National Theatre: Olivier auditorium.	020 7452 3000 Minicom 020 7452 3009	49 or lift, ground to Olivier foyer 1 from Olivier foyer to stalls 93 or lift, ground to (dress) circle	foyer	stalls x3	●	Cast lists are available in large print and Braille formats from the information desk.
New London	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	0 to foyer 54 or lift to stalls 65 to dress circle	foyer	stalls x2	●	A low box office counter is available. The lift is tiny and accessed via the stage door.
New Players	020 7930 6601	0 to foyer 16 to stalls	foyer	balcony x4		There is flat access to balcony 1 for wheelchairs.
Noel Coward	0844 482 5137 access@delmack.co.uk	3 or ramp to foyer 30 to stalls 3 to royal (dress) circle 30 to grand (upper) circle 40 to balcony	foyer	dress circle boxes x2	●	The ramp to the royal (dress) circle boxes is steep.

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Novello	0844 482 5137 access@delmack.co.uk	5 to foyer 20 to stalls 10 to dress circle 40 to grand (upper) circle 70 to balcony	circle	dress circle x2	●	Larger wheelchairs may find the curved passage to the adapted toilets awkward.
Old Vic	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@theambassadors.com	5 to foyer 7 to stalls 20 to dress circle 50 to Lilian Baylis (upper) circle	stalls	stalls x1	● ◆	
Open Air Theatre	0844 826 4242	0 to foyer 0 to stalls	foyer	stalls x28	●	Access is flat to row J and grass, stepped to all other areas.
Palace	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	2 to foyer 23 to stalls 30 to dress circle 49 to grand (upper) circle 70 to balcony	stalls	stalls x4	● ◆	Wheelchair users must negotiate a 3cm step into the theatre via a side door.
Peacock	0844 412 4322 Minicom 020 7863 8015 ticket.office@sadlerswells.com	4 to foyer 44 to stalls 29 to dress circle	foyer	(dress) circle x2	●	Access to the dress circle is via a ramp from a side entrance for wheelchair users.

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Phoenix	0871 297 5477 Mimicom 18001 0844 871 7677 specialistsales@ theambassadors.com	1 to foyer 24 to stalls 21 to dress circle 42 to upper circle	dress circle	dress circle x1	● ◆	
Piccadilly	0871 297 5477 Mimicom 18001 0844 871 7677 specialistsales@ theambassadors.com	1 to foyer 22 to stalls 26 to royal (dress) circle 70 to grand (upper) circle	foyer	box C x2 royal (dress) circle x1	●	
Playhouse	0871 297 5477 Mimicom 18001 0844 871 7677 specialistsales@ theambassadors.com	3 to foyer 0 to stalls 28 to dress circle 82 to upper circle	foyer	stalls x2	● ◆	
Prince Edward	0844 482 5137 access@delmack.co.uk	0 to foyer 22 to stalls 13 to dress circle 42 to front grand (upper) circle 72 to rear grand (upper) circle	foyer	box1 x2	●	Stalls wheelchair users must leave the building to reach the adapted foyer toilets.
Prince of Wales	0844 482 5137 access@delmack.co.uk	0 to foyer 0 to stalls 70 to dress circle	foyer	stalls x3	●	A lift connects stalls seats to the bar and adapted toilet facility.

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Queen's	0844 482 5137 access@delmack.co.uk	0 to foyer 21 to stalls 3 to dress circle 39 to upper circle	foyer	dress circle x2	●	Wheelchairs must manage a 5cm step to the dress circle. The hearing loop is least effective in the upper circle.
Royal Court: Downstairs	020 7565 5000	3 or ramp to foyer 20 or lift to stalls 3 or ramp to (dress) circle 18 or lift to balcony (upper circle)	foyer	stalls x5 (dress) circle x1	● ◆	Free scripts are available to those attending assisted performances.
Royal Court: Upstairs	020 7565 5000	3 or ramp to foyer 64 or lift to auditorium	foyer	floor x2	●	Free scripts are available to those attending assisted performances.
Savoy	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@theambassadors.com	0 to foyer 75 to stalls 32 to dress circle 2 to upper circle	dress circle	dress circle x1	●	Wheelchair access is flat from a side door to the dress circle.
Shaftesbury	020 7379 5399	0 to foyer 22 to stalls 0 to royal (dress) circle 32 to grand (upper) circle	dress circle box	boxes A and B x4	●	Wheelchairs must negotiate 3 steps to boxes. The adapted toilet door opens inwards.

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St Martin's	0844 499 1515 020 7836 1443 access@smartintheatre.co.uk dress circle x1	2 to foyer 20+ to stalls 5 to dress circle 38+ to upper circle	dress circle	box x1	●	A wheelchair plinth aids sightlines for box users. Headset users should inform the box office when booking.
Trafalgar Studio 1	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@theambassadors.com	1 to foyer 15 to auditorium	none	not wheelchair accessible.	●	
Trafalgar Studio 2	0871 297 5477 Minicom 18001 0844 871 7677 specialistsales@theambassadors.com	1 to foyer 25 to auditorium	none	not wheelchair accessible.	●	
Vaudeville	0844 412 4648 020 7087 7960 Minicom 020 7087 7839 Customer.relations@seetickets.com	1 to foyer 6 to stalls 22 to dress circle 54 to upper circle	shared with the Adelphi Theatre.	stalls x2		A stair-climber is used to access stalls wheelchair spaces.
Victoria Palace	020 7834 1170	1 to foyer 4 to stalls 28 to dress circle 74+ to grand (upper) circle	stalls	stalls x2	● ◆	

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Wyndham's	0844 482 5137 access@delmack.co.uk	1 to foyer 21 to stalls 23 to royal (dress circle) 40 to grand (upper circle) 96 to balcony	none	box A x2		A private toilet is located behind box A, but is too narrow for wheelchair entry.

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Barbican Centre: Hall	020 7638 8891 Minicom 020 7382 7297 access@barbican.org.uk	0 to foyer lift to all levels	stalls circle foyer	stalls x16 dress circle x4		A full guide is downloadable at www.barbican.org.uk/visitor-information/disability-access
Earls Court	020 7385 1200 (centre switchboard). Typetalk is available.	10 or ramp to foyer 0 to arena 0 to stalls lift or escalator to level 1	ground level x3 Level 2 x 4	varies by event.		
HMV Hammersmith Apollo	020 8563 3806	2 or ramp to foyer 0 to stalls 30 to (dress) circle	stalls	stalls x4	 	Hearing loops are effective in rows J to R of the stalls plus (dress) circle blocks 8, 9 and 10.
London Coliseum	020 7845 9258 (enquiries) 0871 472 0800 (bookings) Minicom: 020 7836 7666 access@eno.org	3 or ramp to foyer 0 to stalls 29 or lift to dress circle 47 or lift to upper circle 92 or lift to balcony	basement, stalls, dress circle, balcony	stalls x4 stalls box x1 dress circle x2	 	Season brochure and set description cassettes available. Brochure, synopsis and cast lists available in large print or Braille.

Theatre	Contact details	Stair access	Adapted toilet locations	Wheelchair spaces	Sound amp.	Other information
O2 Arena	0870 600 6140 (bookings) 020 8463 2000 (enquiries) Typetalk: 18001 0870 600 6140 access@theo2.co.uk	lift to all levels	on all levels	floor level, level 1. number varies by event.	● ◆	Various seat adaptations are available to suit all needs. Entrance B is most accessible.
Royal Albert Hall	020 7838 3110 boxofficeenquiries@royalalberthall.com	0 at doors 1, 3, 8, 9, 12 or 4 at doors 4, 6 to foyer lifts at doors 1 and 8 serve all levels	ground, arena foyer, grand tier, circle	stalls x14, circle x6, gallery x4	●	Headsets can be reserved in advance.
Royal Festival Hall	0871 663 2587 accesslist@southbankcentre.co.uk	0 to foyer lift to all levels	all levels	choir x2 stalls x8 boxes x4	● ◆	Diary available as MP3 download from website.
Queen Elizabeth Hall	0871 663 2587 accesslist@southbankcentre.co.uk	0 to foyer lift to all levels	all levels	front x5 rear x4	●	Diary available as MP3 download from website.
Purcell Room	0871 663 2587 accesslist@southbankcentre.co.uk	0 to foyer lift to all levels	all levels	stalls x2	●	Diary available as MP3 download from website.

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Royal Opera House	020 7304 4000 Minicom 020 7212 9228	0 to foyer 9 – 18 to stalls 15 or lift to stalls circle 30 or lift to grand tier 51 or lift to balcony 96 or lift to amphitheatre 66 or lift to lower slips 152 or lift to upper slips	stalls, dress circle, foyer	stalls circle x6 grand tier x4 balcony x6 upper amphitheatre x3	● ◆	An audio description of the set is available on cassette or from 15 minutes before curtain via headsets. A large print diary, synopsis and cast list is available on request. 1 wheelchair space is sold on the day of performance from 10am.
Shakespeare's Globe	020 7902 1409 (information only) 020 7401 9919 (bookings) text-phone 020 7902 1476 access@shakespearesglobe.com	0 to entrance 0 to yard 2 to 5 to lower gallery 28 to middle gallery lift to gentlemen's rooms 50 to upper gallery	piazza level, level 2	yard x5 gentlemen's rooms x3	◆	Low box office counter is available.
Wembley Arena	020 8782 5500	0 to foyer 0 to grand tier lift to all other areas	concourse	grand tier: 10 areas totalling 44 places. 2 for 6 chairs each, 8 for 4 chairs each	●	Access is stepped to all sections except the grand tier.

Additional information

Assisted performances: Almost all productions regularly schedule British sign language, captioned and audio-described performances (with touch-tours). Contact venues for exact dates.

Drinks and other merchandise: Venue staff are always happy to bring these directly to wheelchair users' seats.

Guide (and other assistance) dogs: These animals are welcomed by all venues. They are either permitted inside the auditorium or, if that isn't possible, staff will compete eagerly to look after them while owners watch the production.

Hearing assistance loops: All systems are often more effective in some parts of the auditorium than others. Users should check with clerks before purchasing tickets.

Infrared headsets and Induction loop collars: These are issued at either the box office, information desk or cloakroom counter if required. Bring address ID plus a £5 and £10 note as a cash deposit is often requested. Since headsets are limited and cannot usually be reserved in advance, arriving early is recommended.

Induction loop systems: These are often accessed by moving your aid switch to the "T" position. An extra collar unit may also be required.

Ramps, stair-lifts and other facilities: All equipment may be portable or require advance notice to be set up for your arrival. If booking far ahead, do re-confirm that items are operational just before your actual visit.

Wheelchair users: Wheelchair users are usually invited to transfer into aisle seats if they are able. This option often improves your choice of viewing location and sightlines immeasurably.