

Chelmsford Theatre

Visual Story



Welcome to Chelmsford Theatre

This visual story is designed specifically for all those who are curious or anxious about attending the venue. Our aim is to make you feel as comfortable as possible.

Please read on to find out what to expect when coming to see a show.



Getting Here

Our central location allows for great access to get to Chelmsford Theatre from the train station and bus station or a short distance from the local car parks.

Visit chelmsford.gov.uk/car-parks for information on all carparks before your visit. Charges apply at all times.

All CCC car parks are now cashless. You can pay by card, contactless payment or the MiPermit app.



Our Access Scheme

Our Access Scheme offers an opportunity for you to tell us about any access needs so that we can best accommodate your visit, and ensure you have an enjoyable experience.

The scheme is free to join and designed to help our staff deliver the best possible standard of service to you. By joining the scheme, you will be able to:

- Tell us about your access requirements
- Book tickets online for captioned, relaxed, BSL interpreted, and audio described performances.
- Book a wheelchair space online.
- Book free tickets for your Essential Companion/Personal Assistant (Applicable to those aged 14 and over).

Keep up to date with forthcoming accessible performances. To join the scheme go to our website and fill in the form.

Alternatively, you can join by calling the Box Office on 01245 606505, Monday to Saturday 10am to 3pm.

Entering Chelmsford Theatre



You will enter the theatre's main entrance through to the foyer. The bar and foyer usually open 1 hour before the show.



As you enter, the Box Office will be on your right. If you need to pick up your ticket then you can do that here.



If you have your tickets already, you can show your ticket to the usher and enter the auditorium.

Facilities at Chelmsford Theatre



In the foyer, there is central kiosk where you can buy drinks and snacks as well as programmes.



Our Main Bar is located in the right corner where you can buy drinks, snacks and pre-order for the interval.



The accessible toilet and baby changing facilities are located through the doors on the left corner. Please ask staff if you need further assistance.

Bar Area

To the right of the Kiosk in the main foyer there is a bar area where you can buy drinks, snacks and sit before/ during the interval.



Café

To the left of the kiosk in the main foyer there is a café area open 10am to 3pm where you can enjoy hot drinks, cakes and lunch items.



Auditorium Entrance

Before and during the interval of the show you will hear an announcement. This lets you know how long till the show will start.

This is your call to gather all belongings, drinks and snacks and head to the doors to enter the auditorium.

The staff members at the doors will check your tickets and direct you to your seats.

If you need any help or have any questions, there are plenty of staff members who can help you.



Top Tip

You can get your tickets sent to your home when you purchase them or sent to your emails. Have these prepared to show at the door for quick entry.

Chelmsford Theatre Auditorium

The auditorium is the part of the theatre where you will sit to watch the show. This is a large busy space where we ask you to put your phone away during the show and enjoy the performance.

You will enter through the double doors at the back of the auditorium, there are a few small steps up before you get to your seat.

There are two aisles, splitting the seats into three sections. Off to the left side is step free access for all seats in the stalls.

There is a slope down towards the stage from rows F to T. Rows A to E are on the same level. If you are with a child who needs a booster seat, they are available to borrow in the foyer. An usher can help you with this.



Top Tip

Booster seats are located in the foyer, if your child is having trouble seeing the stage.

Balcony

The balcony is where you will find the entrance to the raised area of seating in the auditorium. This is accessed by the U shaped staircase. Please be aware that there is no step free access to the balcony seats, so only book here if you and your party can manage the stairs.



The balcony has its own bar area, toilets and is where you will find an usher to check your tickets, direct you to your seat and provide any further assistance.



Chelmsford Theatre Studio Auditorium

The Studio space is a much more intimate venue to watch a performance and where our screenings take place.

You will enter at the back of the auditorium from the theatre Café, and come down the centre aisle stairs to your seat. The Foyer will be open to talk with box office and use the bar. There is a step free entrance on the right hand side of the auditorium, a member of staff can help you access this.

This is an adaptable space so the format and layout may change for different performances or workshops. If you feel you need a booster seat, they are available in the foyer. The usher can help you with this.



Top Tip

If you are coming to a matinee performance or workshop, our café is open 10am to 3pm to get lunch, hot drinks or a snack.

In the Auditorium

When it is time for the show to start, an announcement will ask everyone to turn off their mobiles and devices. The theatre will get slightly darker and the audience will need to be as quiet as possible for the show to start.

Some shows will give you an opportunity to sing and dance at the end of the show. Please wait until you have been asked to join in so everyone can have an enjoyable experience.

The use of phones are not permitted during the performance.



Top Tip

There are no phones allowed during a show, silence your phone before you enter the theatre so you don't forget.

If You Need

There may be sound and lighting effects in the show; if you are particularly sensitive to sound, you are welcome to wear ear defenders, please bring your own if you are likely to feel discomfort.

If the show becomes overwhelming, you can leave at any point and retreat to the Bar area. There is a television in the bar which links through to the auditorium so you can continue to watch the show. Please ask a member of staff if you would like the television switched on.



Access Kits

To ensure you can make the most out of your visit to Chelmsford Theatre and to feel welcome, safe and comfortable, we have a variety of kits that may provide extra support while at a workshop, seeing a show or learning more about the theatre and what events we have coming up.

These kits can assist with communication, sensory needs or interactive environments, providing tools such as fidget/sensory toys, ear defenders, ear plus, clocks/timers, weighted blanket, whiteboard and talk tags for non-verbal communication.

If you feel you would benefit from any of these items or require support during your visit, please talk to a member of our staff.

We do ask that items inside the kits to be returned before leaving to ensure they can assist others who come to theatre. Please note that all items inside the kits are cleaned after use



Interval and End of the Show

Interval

In the middle of the show, there is sometimes a short break called the interval (usually 20 minutes). This gives the audience time to stretch their legs, buy drinks and snacks as well as use the toilet. The foyer may get quite busy again.

End of the Show

At the end of the show all of the actors will bow, there will be lots of clapping and some people might stand. If you don't want to join in you don't have to.

Home Time

When the show ends, after the clapping and bows, it is time to safely make your way home. The theatre exits are back through the Foyer.

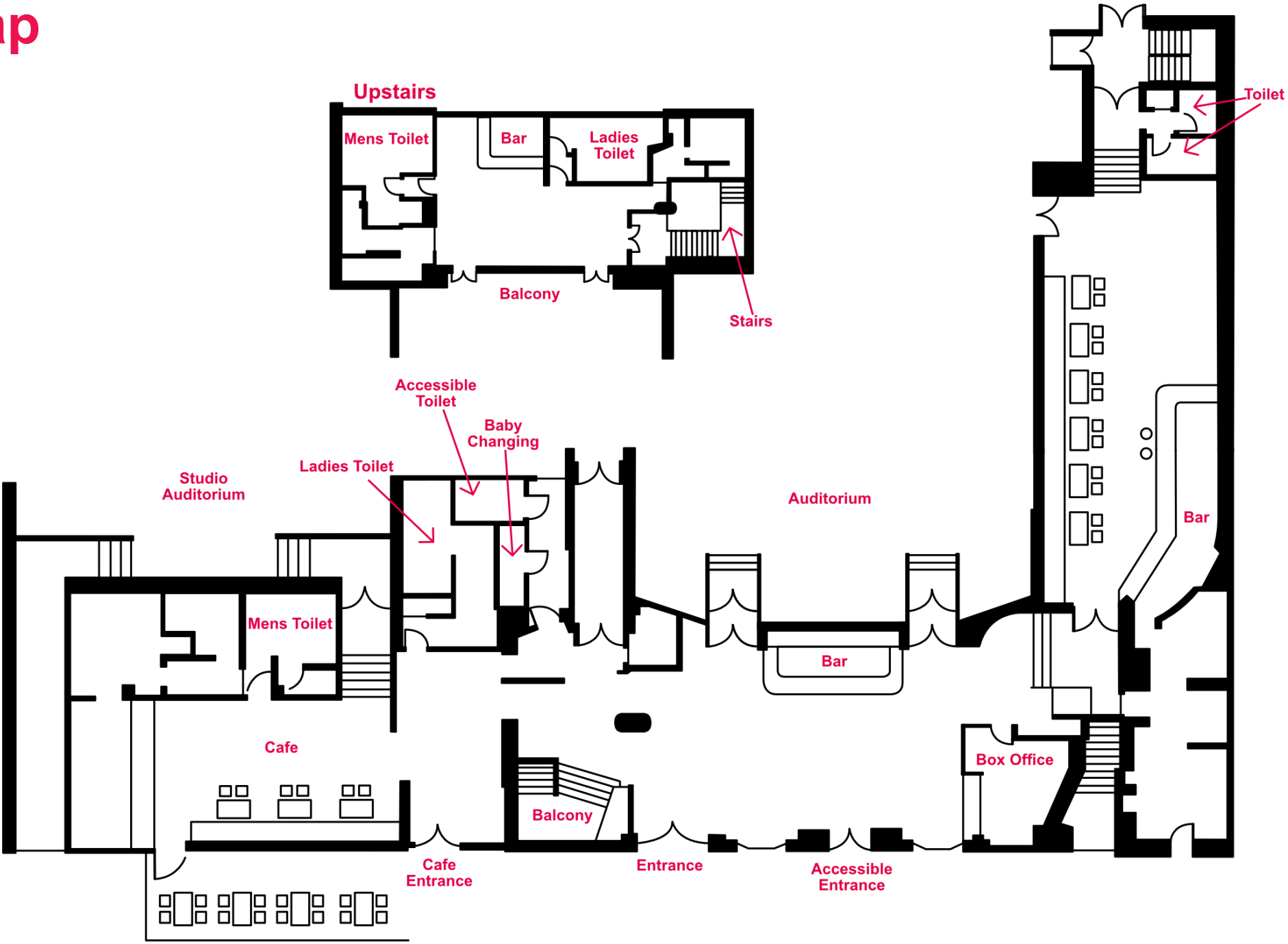


Top Tip

The bar can get very busy during the interval. You can pre-order your drinks before the show and they will be ready ahead of the rush.



Map





**We hope you enjoy your time
at Chelmsford Theatre**

**Chelmsford Theatre
Fairfield Road
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