

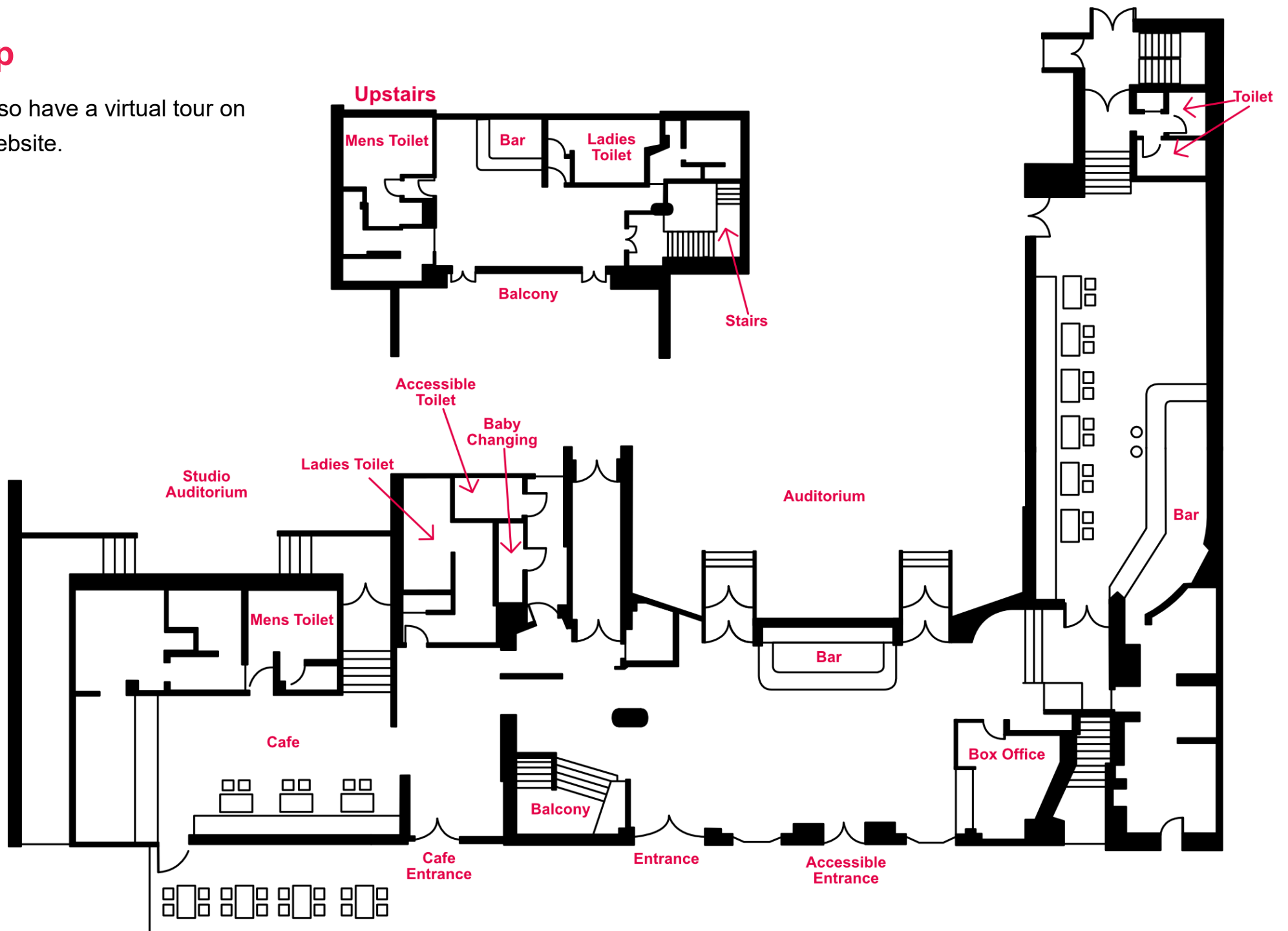


Visual Story



Map

We also have a virtual tour on our website.



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 has great access to Chelmsford's train and bus stations and is a short distance from local car parks.

The nearest place to park is at Fairfield Road car park, (entrance via Coval Lane) open weekdays from 5pm and all day at weekends. However, parking is limited Monday to Friday before 5pm.

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



Chelmsford Theatre

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 606 505, Monday to Saturday 10am to 3pm.

What to expect when visiting Chelmsford Theatre

Look on to see what's inside the Theatre



Chelmsford Theatre

Foyer



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.



In the foyer, there is a merchandise area where you can buy programmes. There is also a kiosk where you can buy drinks and snacks.



The foyer may be busy and noisy before the performance as lots of people wait here for the auditorium doors to open. Alternatively, you can head to the bar in the right corner.



The accessible toilet and baby changing facilities are located through the doors on the left corner and through to a small corridor. Please ask staff if you need help finding it.

Bar Area

To the right of the Kiosk in the main foyer there is a bar area where you can buy drinks.



Café

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



Auditorium Entrance

You may hear a bell ring and an announcement. This lets you know that the show is about to start.

The staff members who check your tickets are called ushers. When the show is about to start, they will stand at a door like this one and assist you as you enter the main auditorium.

The usher will ask to see your ticket and direct you towards your seat.

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



Top Tip

The bar can get very busy during the interval. Why not order your drinks ahead of time with our pre-order service?

Chelmsford Theatre Auditorium

The auditorium is the part of the theatre where you will sit to watch the show. It is very big and there are lots of seats.

Your seat will look like this. If you feel you need a booster seat, they are available to borrow in the foyer. The usher can help you with this.

You will enter through the double doors at the back of the auditorium.

There are two aisles down the centre of the seating making it into three sections.



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 stairs. 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 ticket and direct you to your seat.



Chelmsford Theatre Studio Auditorium

This is the Studio, it is a more intimate venue to watch a performance.

You will enter at the back of the auditorium and come down the stairs towards your seat. The Studio foyer will be open to talk with box office and use the bar. There is a step free entrance on the left hand side of the auditorium. Staff can help you access this. This is an adaptable space so the format and layout may change for different performances. If you feel you need a booster seat, they are available to in the foyer. The usher can help you with this.



Top Tip

If you are coming to a matinee performance, why not visit our café and get lunch before the show so you're not running late?

In the Auditorium

When it is time for the show to start, a voice 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 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 as we do not supply them.

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.



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.



Top Tip

The interval can get very busy with queuing for the toilet, you might want to visit it before the show.

Home Time

When the show ends, after the clapping and bows, it is time to safely make your way home. The theatre exits are in the same location as the entrances.





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

Fairfield Road
Chelmsford
Essex
CM1 1JG

chelmsfordtheatre.co.uk
boxoffice@chelmsford.gov.uk
01245 606 505