



Criterion Theatre Access Information

Should you have any access requirements the following information is to help you plan your visit to us. To make a booking, or to find out about any applicable discounts, please contact the Box Office on 0207 839 8811 or via email on tickets@criterion-theatre.co.uk.

The Criterion Theatre is an underground theatre and the main access to all levels is via stairs (Stalls 54 stairs, Dress Circle 32 stairs, Upper Circle 23 stairs). Unfortunately we do not have a lift, however, we can provide step-free access to the Upper Circle level and reduced step access to the Dress Circle and Stalls upon request. Please let us know when booking what your requirements are and will do our best to accommodate.

We have 2 spaces in the Upper Circle for patrons with wheelchairs, we can also arrange to store a wheelchair during the performance should a patron wish to transfer to a seat.

Hearing

We have a Sennheiser Infra-red hearing system that works throughout the theatre auditorium. If you require a headset please ask a member of staff and they will assist you. You can use the system in conjunction with your hearing aid, please let us know if you would like to do this and we can provide you with the correct equipment. Please note that there are rare occasions when the system may not be compatible with your hearing aid, if it has been purchased privately or abroad, and has not been formatted to work with Sennheiser systems. All NHS issued hearing aids will work with our system.

We also have a portable Induction Loop available to use at the Box Office please let us know if you require this when you arrive to book your tickets.

Guide Dogs

Assistance dogs are not allowed into the auditorium but theatre staff are able to look after up to two dogs per performance in the Theatre Manager's office. If you will be bringing a guide dog with you please let us know either by calling the Theatre Management team on 0207 839 8811 or emailing admin@criterion-theatre.co.uk.

Accessible Performances

We do arrange audio described, captioned and BSL performances throughout the year. For more information please contact the Theatre Management team on 0207 839 8811 or email admin@criterion-theatre.co.uk

When arriving to the theatre

If you require step free access to the Upper Circle, or reduced step access to either the Dress Circle or Stalls, we would strongly advise that you arrive directly to the Stage Door entrance at 2 Jermyn Street. The access entrance is located one door to the left of Stage Door, but is not manned. Please let the Stage Door Keeper know you have arrived and they will arrange for a member of staff to greet you and take you to your seats. There are 2 seats in Stage Door where you can wait if required and the area outside of Stage Door is covered.

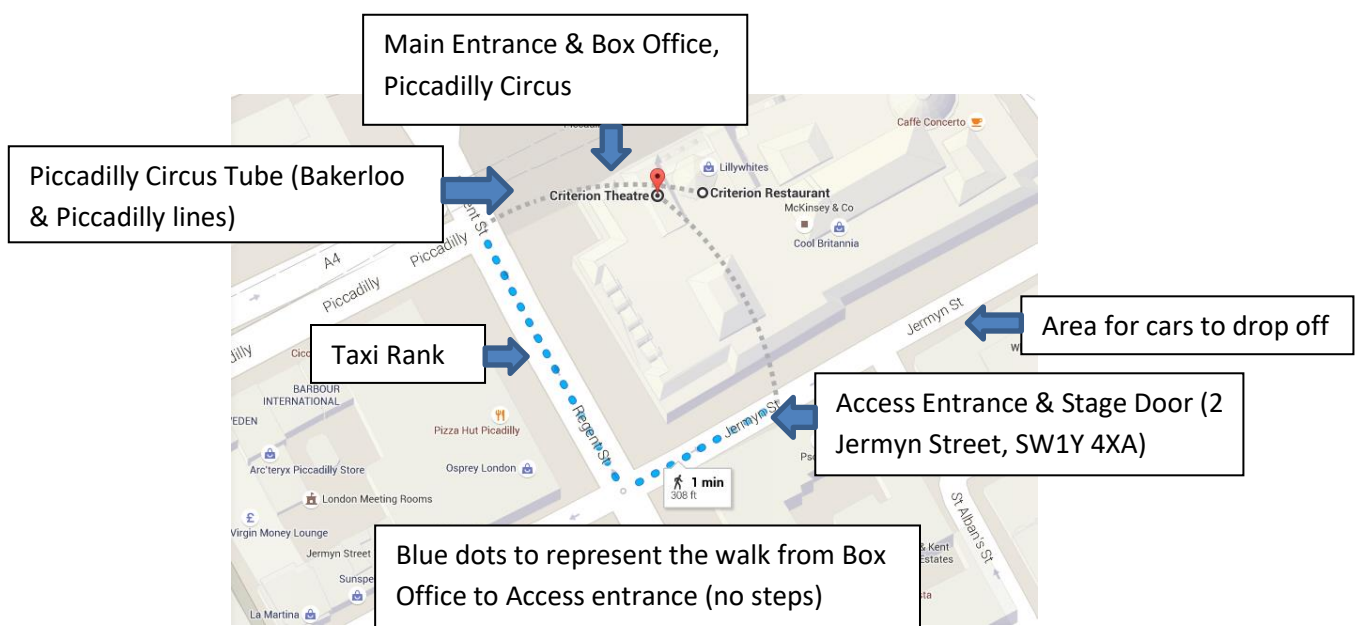
Please note that there may be a short wait for a member of staff to meet you, as they may be assisting other patrons with this route. This is particularly the case on matinee performances. We advise that you arrive 30 minutes prior to the performance, which is when we are usually able to

open the auditorium, so that you can go straight to your seats. We will aim to assist you as quickly as possible.

We aim to post all Access patrons tickets to them, however if you book within a week of the performance tickets will need to be collected from the Box Office. We advise that one member of the party makes their way to the Box Office to collect the tickets while the remaining party wait by Stage Door.

There is an access toilet located on the Upper Circle level. We do not have bar on the Upper Circle level however a member of the front of house team can assist with purchasing any refreshments required pre-show and during the interval. Just let us know on arrival if you would like this service.

There is an area on Jermyn Street where taxis/cars can drop off guests and there is a taxi rank on Regent Street just along from Jermyn Street.



If you arrive to the Box Office

Please make yourself known to either a member of Box Office or Front of House staff and **request the Jermyn Street access entrance**. It is not possible to note on tickets that you require this entrance so please do ensure to tell us on arrival. We can then arrange a member of staff to assist you. Please note that during busy times there may be a short wait if staff are assisting other patrons with the same route, there is a chair in the foyer if required. The map above suggests that the walk from the Box Office to the Access entrance is approximately 1 minute, this time will vary depending on the needs of your party and there is a further short walk from the entrance into the Upper Circle auditorium.

Due to how busy the Box Office and main foyer become in the time before a show, limited cover outside of the foyer and distance from Box Office to the Access entrance, we strongly advise that you arrive to Stage Door.

If you require any further assistance or information please do not hesitate to contact us. General queries about your visit can be directed to the Theatre Management team on 0207 839 8811 or via email at admin@critterion-theatre.co.uk.