



## 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 [boxoffice@criterion-theatre.co.uk](mailto:boxoffice@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 – 4 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 the front of house 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 allowed into the auditorium or 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 [boxoffice@criterion-theatre.co.uk](mailto:boxoffice@criterion-theatre.co.uk).

### Accessible Performances

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

### When arriving to the theatre

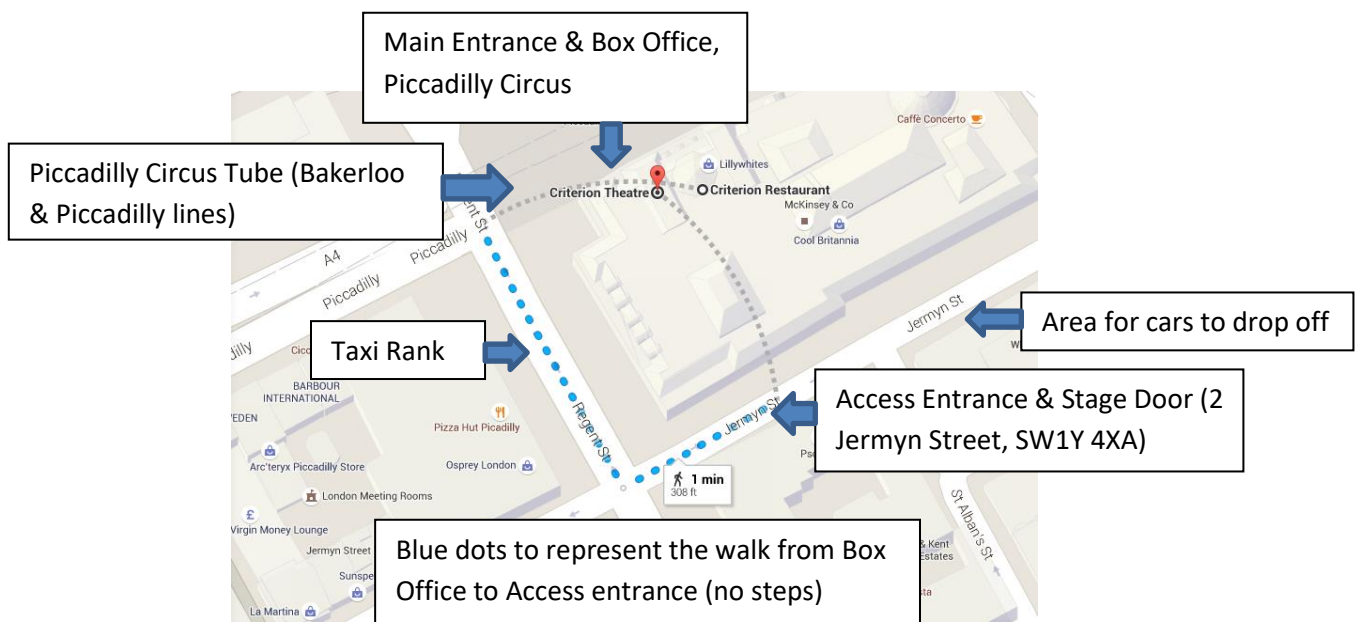
If you require step free access to the Upper Circle, or reduced step access to either the Dress Circle or Stalls, we would strongly advise that you arrive directly to the Stage Door entrance at 2 Jermyn Street. The access entrance is located one door to the left of Stage Door, but is not manned. Please 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. 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.

There is an access toilet located on the Upper Circle level. We do not have bar on the Upper Circle level however we now have a new click and collect service which can be accessed via the Criterion text message you will receive on the day of the performance. Let a member of the front of house team you have if you have purchased any refreshments or merchandise and they will be able to collect the items for you.

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**. 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@criterion-theatre.co.uk](mailto:admin@criterion-theatre.co.uk).