



festival city theatres



ACCESS

INFORMATION

THE KING'S AND FESTIVAL THEATRES

HOW TO BOOK

By phone: **0131 529 6000**

By fax: **0131 662 1199**

By RNID Typetalk: **18001 0131 529 6003**

Online real-time: **www.eft.co.uk**

In person:

Festival Theatre
13-29 Nicolson Street,
Edinburgh EH8 9FT

Mon - Sat 10am - 8pm
(6pm on non performance
nights) 4pm - curtain up
on performance Sundays

King's Theatre
2 Leven Street,
Edinburgh EH3 9LQ

One hour before the
performance, please
check diary for
performance dates



Welcome to the **Festival** and **King's Theatres**

The Festival and King's Theatres aim to be accessible to all and we are committed to making your visit to our theatres as comfortable and enjoyable as possible. All of our Front of House staff undergo disability awareness training and will be pleased to assist you should you require any information or help.

If you need any further information, wish to make any comments or suggestions, or would like to let us know how we can help you in any way, please feel free to contact our Front of House Duty Manager on **0131 662 1112**.

Arriving at the theatre

Festival Theatre:

If you are arriving by car please note that there are double yellow lines on Nicolson Street directly outside the theatre. As it is a main traffic route there is no parking at restricted times from 8.00am to 9.15am and from 4.30pm to 6.00pm. There are single yellow lines and Pay and Display spaces on nearby side streets.

Access from the road to the front of the theatre is up six steps with one handrail or up a pavement ramp. Level access is also available at the side entrance to Café Lucia if required.

Inside the theatre there is lift access to all levels. Lifts have voice synthesisers to assist visitors. Braille and tactile signage is also located throughout the building.

King's Theatre:

If you are arriving by car, please note that Leven Street and Home Street are Greenways and are controlled by police. There is limited single yellow line parking in Tarvit Street approximately 30 metres away.

Access from the road to the front of the theatre is up three steps and ramped access is adjacent to the Box Office. Wheelchair access is at the side of the theatre – please notify our Front of House or Box Office staff if you wish to gain entry.

Please note that there is no lift in the King's Theatre.

At the Box Office

The Box Office is situated on the right hand side of the foyer in the Festival Theatre. Tickets can also be booked by calling **0131 529 6000**, at **www.eft.co.uk** or by using RNID typetalk on **18001 0131 529 6003**. If you have any specific seating requirements please let the box office know when you book your tickets.

Wheelchair users

Festival Theatre: there are eight spaces in the stalls for wheelchair users, with adjacent seats for companions. Two of these spaces have companion seats nearby but not directly beside.



King's Theatre: there are four spaces at the rear stalls for wheelchair users, with adjacent seats for companions.

Please let the box office know your requirements at the time of booking.

Accessible toilets

Festival Theatre:

There are unisex accessible toilets on levels one, two and three of the theatre – all have emergency call buttons.

King's Theatre:

There is a unisex accessible, adapted toilet on the stalls level of the theatre.

Refreshments

Festival Theatre:

Café Lucia on our ground floor has level access, and all bars have lift access.

King's Theatre:

Bars on all levels are only accessible by stairs. However, our theatre staff will be pleased to bring refreshments to those who require

assistance. If you need assistance in getting refreshments, please speak to a member of Front of House staff before the performance starts.

Assistance with hearing

Festival and King's Theatres:

Both theatres have a Sennheiser infrared system available in all areas of the auditorium.

Headsets can be collected from the cloakroom on the ground floor of the Festival Theatre, or from the programme box in the foyer of the King's Theatre. A Sennheiser personal loop system is available for hearing aid users – please ask any member of our Front of House staff if you would like to use this service.

Please note that at some performances headsets are in high demand but we will do all we can to accommodate your needs.

Guide dogs and hearing dogs

are welcome and we will be pleased to look after them during the performance if required. Water bowls are available at both theatres.





Audio description

– many productions are audio described for visually impaired theatregoers via headsets. We broadcast a simultaneous commentary describing the action, the sets and set changes, the costumes and the characters.

We recommend that patrons be seated 15 minutes before the performance begins in order to hear the introduction to the performance.

Prior to the audio described performance there will be a **Touch Tour** of the set, costumes and props. The Touch Tour will be usually commence 60 minutes before the performance begins. Those wishing to attend the Touch Tour should reserve a place when booking tickets for the performance (please note that spaces are limited). The Touch Tour will start from Level 1 (the stalls level) of the Festival Theatre or the Box Office foyer of the King's Theatre, where the Audio Description usher will take you on your tour. Touch Tour schedules are subject to technical and cast requirements and stage availability.

BSL – sign language interpreted

– performances allow our hearing impaired patrons to enjoy their visit to the theatres, with many productions being interpreted. Seats are set aside close to where the interpreter will stand – please ask at the Box Office when booking your tickets.

STAGETEXT

– delivers open captioned performances. Captioning is a way of converting the spoken work into visible text that provides people with a hearing loss access to live performance. Captions are shown on a raised display unit near the stage and are delivered live by a trained captioner.

Please check the production pages of our brochure or our website for details of which shows will be described, interpreted or captioned (indicated by the above logos), or ask our Box Office staff when booking.

After the show

Our staff will be happy to order a taxi after the performance for those with mobility issues.



Artlink (Edinburgh and the Lothians) provide a volunteer companion service for people who have difficulty in attending performances. For details please telephone **0131 229 3555** (Mon - Fri).

Braille, audio and large text versions of our brochure are available. Please contact the marketing department on **0131 662 1112** or email **marketing@eft.co.uk** to be added to the mailing list.

With thanks to Braille-Net and Lothian Sound.

Full access information is available at www.eft.co.uk and at www.disabledgo.info



festival city theatres



Scottish Arts Council

EDINBURGH
THE CITY OF EDINBURGH COUNCIL