



NEDERLANDER

# DOMINION THEATRE

## **Guide to Theatre Accessibility**

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# Introduction

Welcome to the Dominion Theatre's guide to accessibility.

We are committed to making the experience of all patrons as easy and enjoyable as possible.

This guide will give you all the information you need to plan your visit, from booking tickets to arriving at the theatre and enjoying the show, with details on the facilities within the building (including measurements).

Please email [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk) or call 020 7927 0929 if you need this guide in large print or audio format.

If you have any questions about the accessibility of the theatre, or would like to suggest an amendment to this guide, please call us on 020 7927 0929 or email [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk).

All information correct at time of publication: last updated November 2019

# Booking Tickets

We have an Access List scheme in place to make booking easy for anyone with access requirements and help us to best assist with any requirements you may have.

Once you are registered on our Access List, you will be able to book the most suitable seats for you at the Dominion Theatre online, over the telephone, or in person at the Box Office. You will also have access to any concessionary rate tickets or companion tickets where available.\*

Our Access List is open to anyone who has a disability as defined by the Equality Act 2010. Please provide a copy of one of the following documents as proof of eligibility when returning your registration form:

- Disability Living Allowance
- Personal Independent Payments
- Blue Badge
- Disabled Persons Freedom Pass
- Access Card ([accesscard.org.uk](http://accesscard.org.uk))
- National Rail Disabled Persons Railcard
- Attendance Allowance (AA)
- Severe Disablement Allowance (SDA)
- Armed Forces Independence Payment (AFIP)
- Certificate of Visual Impairment (CVI)

Please ensure that your name is clearly legible on any eligibility documents provided.

To register, please complete and return a registration form, which is available at [nederlander.co.uk/access-list](http://nederlander.co.uk/access-list) or via 020 7927 0929 / [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk).

We will always review applications without the recommended evidence on a case-by-case basis, so please contact us for further information if you are unable to provide a copy of one of the suggested documents.

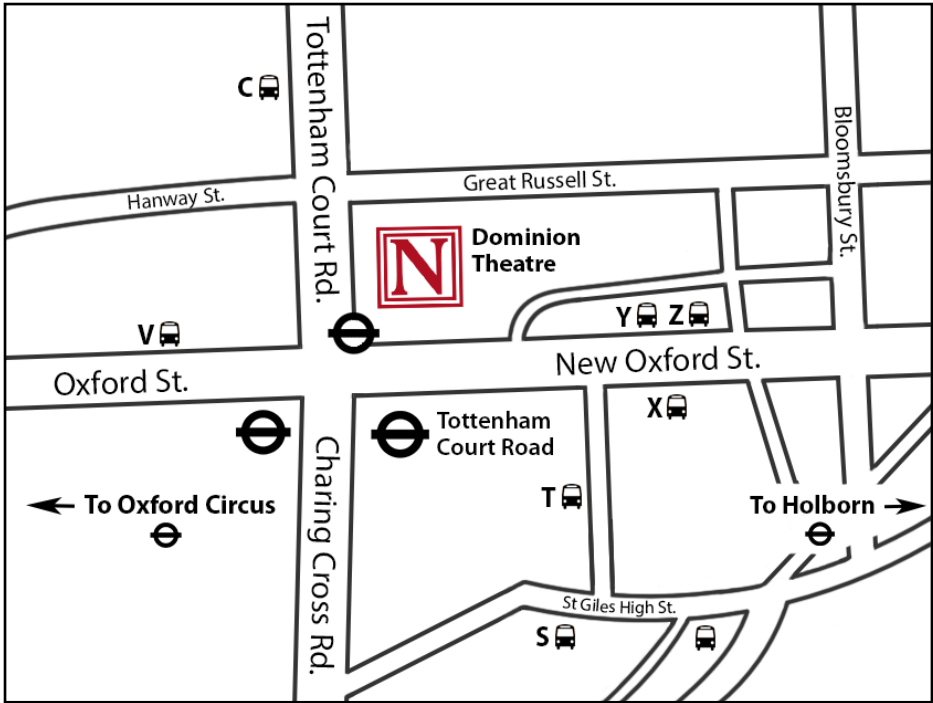
Once your form has been completed and returned to us, please allow five working days for us to process your membership. Once this is complete, we will let you know by your preferred method of contact and will forward you any advice on appropriate seating.

### **Already booked your tickets elsewhere?**

If you didn't book directly through the theatre or on [nederlander.co.uk](http://nederlander.co.uk), but need to use the platform lift or would like access assistance, please email us on [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk) ahead of your visit so we can make sure you have the best experience.

\* Please note, as we are a receiving house, any concessionary rates and/or companion tickets will vary with each production and is a decision ultimately made by the show rather than the venue. Any concessionary rates will not be applied online for Access List members until reaching checkout when booking online.

# Getting to the Theatre



## Travelling by Tube

The closest underground station is Tottenham Court Road, which has multiple exits within moments of the theatre.

There is step-free access to the Central and Northern Lines via the entrance on the corner of New Oxford Street and Charing Cross Road, opposite the theatre.

Other nearby stations include:

- Holborn (750m) - Central and Piccadilly Lines
- Oxford Circus (850m) - Bakerloo, Central and Victoria Lines

## **Travelling by Bus**

Local bus routes include:

- 14, 24, 29, 134 - Stop C
- 10, 25, 55, 73, 98, 390 - Stop V
- 19, 38, 55 - Stop Y
- 1, 8, 25, 98 - Stop Z
- 10, 25, 55, 73, 98, 390 - Stop X
- 1 - Stop T
- 24, 29, 176 - Stop S
- 8 - St Giles High St.

## **Travelling by Car**

Parking around the theatre is limited. We advise visitors to arrive by public transport or taxi where possible.

The London Shaftesbury NCP Car Park is 450m from the theatre and has four disabled bays. There are Blue Badge spaces on:

- Stephen Street (260m) - two spaces
- Percy Street (300m) - two spaces
- Carlisle Street (350m) - one space
- Coptic Street (400m) - one space
- Berners Street (450m) - one space

For more information on accessible travel in London, please visit [tfl.gov.uk/transport-accessibility](https://tfl.gov.uk/transport-accessibility).

# Arriving at the Theatre

We have dedicated access hosts during performances, who can help anyone with access requirements. They can help you get to your seat, bring you drinks and snacks, and look after mobility devices and/or assistance dogs when needed.

If we miss your arrival, just say hello to one of our door staff and they can put you in touch with an access host.

A wheelchair is available to borrow. Due to limited availability, it is best to let us know ahead of your visit if you will need to borrow this wheelchair, by emailing [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk) or calling 020 7927 0929.

## Collecting Your Tickets

If you need to collect your tickets, you can do so at the Box Office, which is on the inside the foyer, under the stairs on the left-hand side. There is level access from the main doors to the Box Office.

Our Box Office is open 10am - 7.45pm, Monday - Saturday, and 12pm - 7.45pm on Bank Holidays.



# Building Information

## Main Foyer

There is step-free access to the main foyer, through two sets of double width glass doors, which open inwards.

There is level access from the main doors to the Box Office, which is on the left-hand side of the main foyer. There are five counter windows, each 125cm off the ground.

There is a Bar in the main foyer on the right-hand side. The counter is 110cm high.

There is very limited seating in the main foyer, near the Box Office.

There are 10 steps down to the Stalls from the main foyer, with handrails in place. There is no street level access to the auditorium via the main foyer. Manual wheelchair users can access the Stalls via a platform lift.

## Stalls

There is a merchandise store and Häagen-Dazs Ice Cream Parlour in the Stalls foyer, directly at the bottom of the 10 steps down from the main foyer.

The Ice Cream Parlour counter is 100cm metres high, and the merchandise counter height varies for each show.

There are no seats directly in front of Row A, or seats Z1 and Z50, so these seats offer the most leg room. There is at least 78cm of space between the back of all other seats and the back of the seat in front. N12, N39, O12 and O39 in the Stalls also offer additional leg room.

Seats XX50, ZZ47 and ZZ50 in the Stalls can be removed for wheelchairs, with seats XX49, ZZ46 and ZZ48 being seats for companions of the wheelchair users in each space.

If you are more comfortable transferring from your wheelchair to a theatre seat to watch the show, please select one of the following aisle seats in the Stalls:

- Rows A-B: seats 5 , 10, 11, 19, 20, 28, 29 and 34
- Row C: seats 4, 10, 11, 19, 20, 29, 29 and 35
- Row D: seats 5, 11, 12, 21, 22, 31, 32 and 38
- Rows E-F : seats 4, 11, 12, 21, 22, 31, 32 and 39
- Rows G-H: seats 4, 12, 13, 23, 24, 34, 35 and 43
- Rows J-K: seats 3, 12, 13, 24, 25, 36, 37 and 46
- Row L: seats 2, 12, 13, 24, 25, 36, 37 and 47
- Row M: seats 2, 12, 13, 25, 26, 38, 39 and 49
- Rows N-W: seats 1, 12, 13, 25, 26, 39 and 50
- Row X: seats 12, 13, 25, 26, 38 and 39
- Row Y: seats 12, 13, 25, 26, 38 and 39
- Rows Z-XX: seats 1, 12, 13, 25, 26, 38, 39 and 50
- Row YY: seats 2, 12, 13, 25, 39 and 50
- Row ZZ: seats 3, 12, 39 and 50

If you are transferring from a wheelchair to a theatre seat, we will store your wheelchair safely during the show and

bring it to you in the interval if required.

There is an accessible toilet at the front of the Stalls. Please speak to a member of staff to get access if you forget your RADAR Key.

There are additional toilets at the front and rear of the Stalls, on both sides. Please see page 12 for more details.

There are two bars which serve the Stalls. There is step-free access to the bar at the back of the Stalls. The counter at this bar is 110cm high.

There are 14 stairs down to the Premier Bar from the back of the Stalls, but step-free access from the front of the Stalls. The two counters in the Premier Bar are both 101cm high.

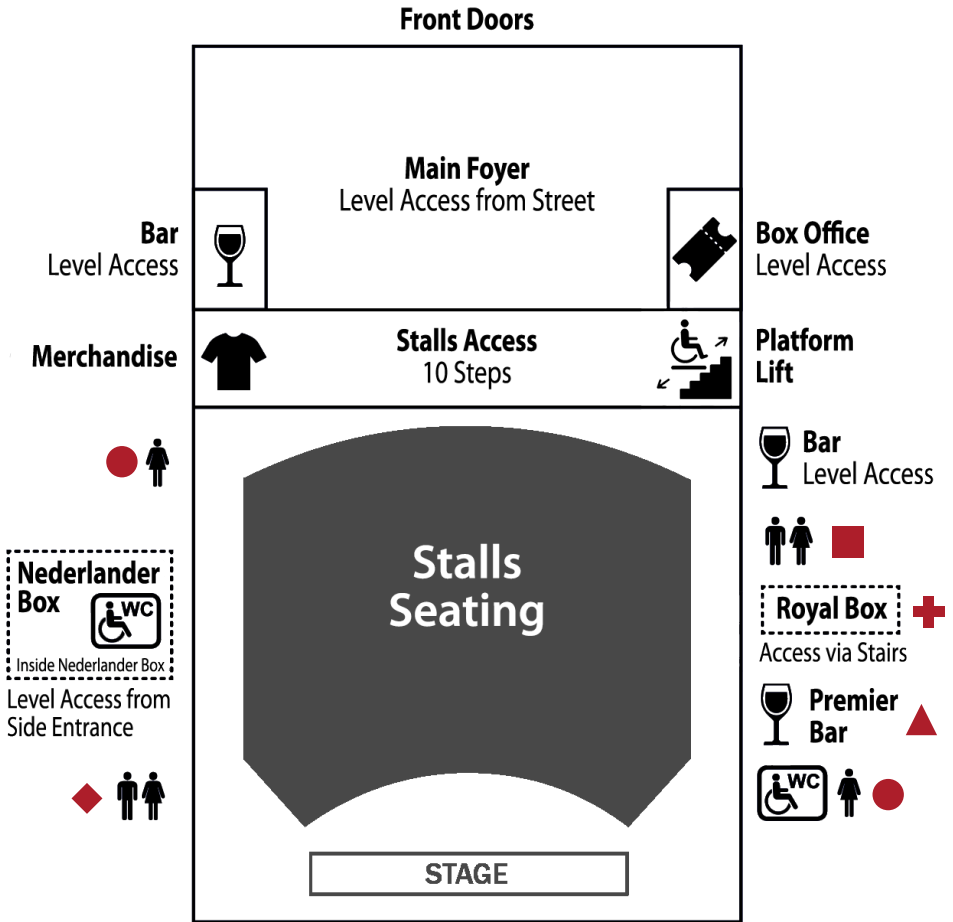
## **Boxes**

The Royal Box is accessible via the Stalls, via a total of 22 steps.

The Nederlander Box is accessible from street level, with accommodation for two wheelchair users and two companions. This Box is suitable for manual and electric wheelchair users, and has a dedicated accessible toilet.

The Nederlander Box is only available to book online for electric wheelchair users who are on our Access List. To register for the Access List, or to find out more, please visit [nederlander.co.uk/access-list](http://nederlander.co.uk/access-list) or call 020 7927 0929.

# Stalls and Boxes Plan



- Level access from the Stalls
- ◆ Accessible via two shallow steps from the front of the Stalls
- Accessible via seven steps from the back of the Stalls
- ▲ Level access via front of Stalls (14 stairs from back of Stalls)
- ✚ Accessible via 22 steps from the back of the Stalls

## Circle

There are 19 stairs up to the Circle level from the theatre entrance. At the top of these stairs is the Champagne Bar, where the counter is 100cm high.

Behind the Champagne Bar is a merchandise store, where the counter height varies from show to show.

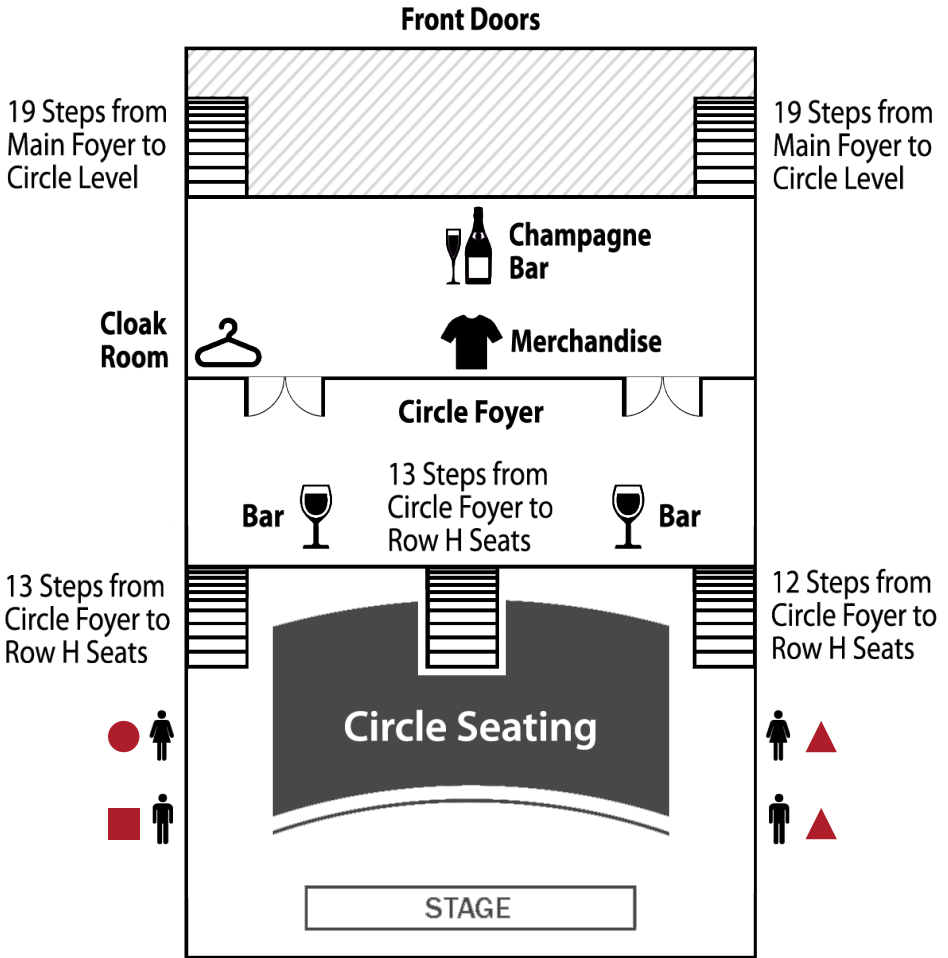
There are two separate sets of double doors leading through to the main Circle foyer. Each of these is 160cm wide when both doors are open.

There are two separate bars in the Circle foyer, each with a 112cm tall counter. There is some seating in this foyer.

There are three entrances to auditorium from the Circle foyer, as indicated on the plan on page 14. Each of these entrances lead to the area between Rows G and H. From here, there are four steps up to Row H and then three steps up to every consecutive row up to Row Q, and three steps between each row down to Row A.

There are toilets on both sides of the Circle, and at the back of the Circle. An accessible toilet is available at the back of the auditorium, however there is no wheelchair access to this area during performance times.

# Circle Plan



- Accessible from Row H of the Circle via six steps
- Accessible from Row H of the Circle via nine steps
- ▲ Accessible from Row H of the Circle via eight steps

## **Hospitality Suites**

If you have booked a Hospitality Package which includes use of a Suite, please let our Front of House Team know of any access requirements in your party by emailing [dominion.hospitality@nederlander.co.uk](mailto:dominion.hospitality@nederlander.co.uk).

Unfortunately none of our Hospitality Suites are wheelchair accessible, as there are steps leading from the Main Foyer to each, as below:

- Royal Rooms - 17 steps (seven steps from rear of Stalls)
- Chaplin Suite - 19 steps (level access from Circle Foyer)
- Freddie Suite - 41 steps (22 steps from the Circle Foyer)

## **Assistance Dogs**

Assistance dogs are welcome everywhere in the theatre, and may be taken into the auditorium if required. Any dogs in the auditorium must sit underneath the patron's seat so as to not cause a trip hazard to other patrons.

Due to sound levels, you may prefer your dog to be looked after by theatre staff during the show, which we are happy to do.

If you are planning to bring an assistance dog, please let us know in advance by emailing [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk) or calling 020 7927 0900 and selecting the option to speak to the Front of House team.

## **Audio Enhancement**

The theatre uses the Sennheiser MobileConnect System, which you can use in all seats throughout the auditorium to hear the show audio via your headphones, hearing aid or Cochlea implant.

To use the system, please download the free app (search 'Sennheiser MobileConnect' in the app store) onto your smart phone before your visit, and connect to the Sennheiser Wi-Fi network in the auditorium on arrival.

Alternatively, you can borrow an iPod touch from the Box Office in the theatre foyer when you arrive, with the app already installed and ready to go. We require a deposit of an ID or bank card for the loan of these iPods.

We can also provide headphones, but do advise that you bring your own.

Hearing loop systems are in place at bars throughout the building.

## **Access Performances**

We try to schedule captioned, audio described and BSL interpreted performances on a regular basis. These are listed on our website at [nederlander.co.uk/access](http://nederlander.co.uk/access).

Please email us on [dominion.access@nederlander.co.uk](mailto:dominion.access@nederlander.co.uk) if you wish to suggest an additional access performance.