

LANCASTER
GRAND
THEATRE

EST 1782

Lancaster Grand Theatre Visual Story

This is an overview of the theatre, every experience will be different.

This Visual story will not give information about the show you are seeing.

If you need any more information about a show you can contact:

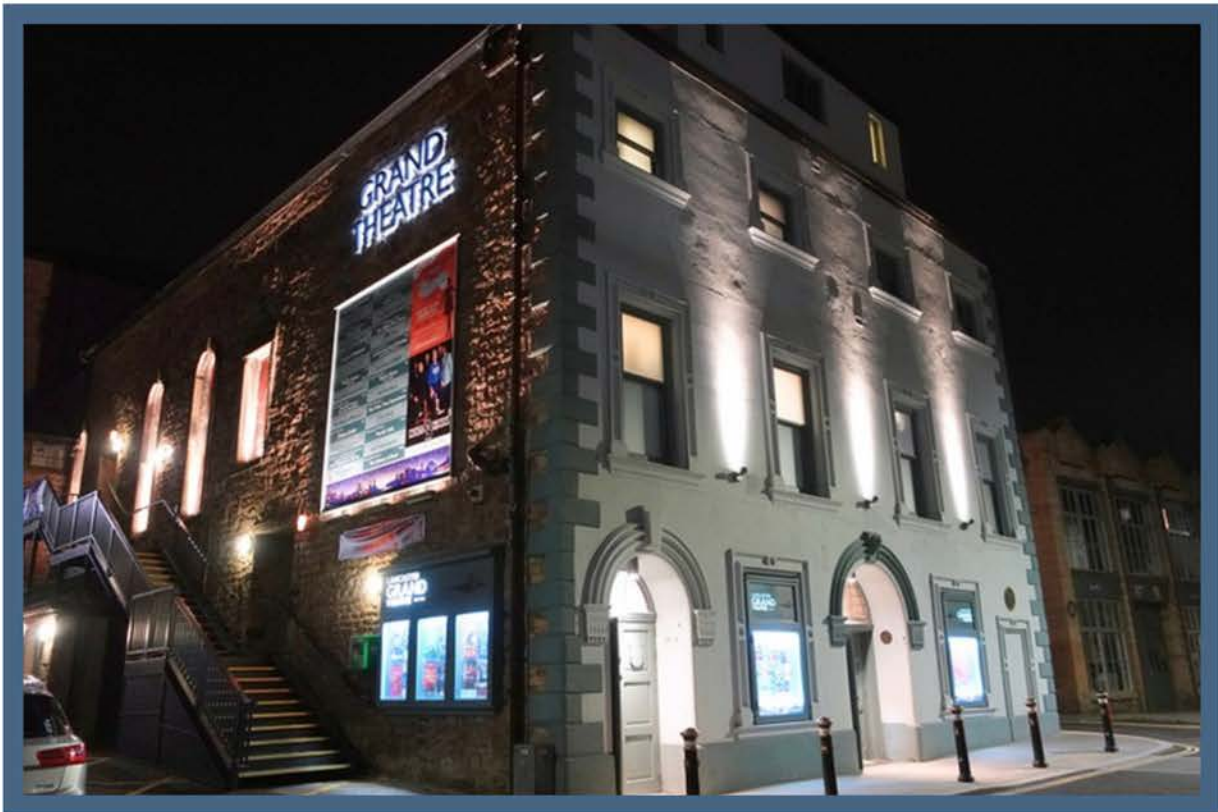
Box Office: **01524 64695**

Opening times: **Mon - Sat 10am -3pm**



Welcome to Lancaster Grand Theatre

This is what the Theatre looks like outside



For accessibility information:
Check out our Detailed Access Guide
on the **AccessAble website**

**The nearest Railway Station is Lancaster.
Meeting House Lane, LA1 5NW.
It would take you about 15 minutes to walk**

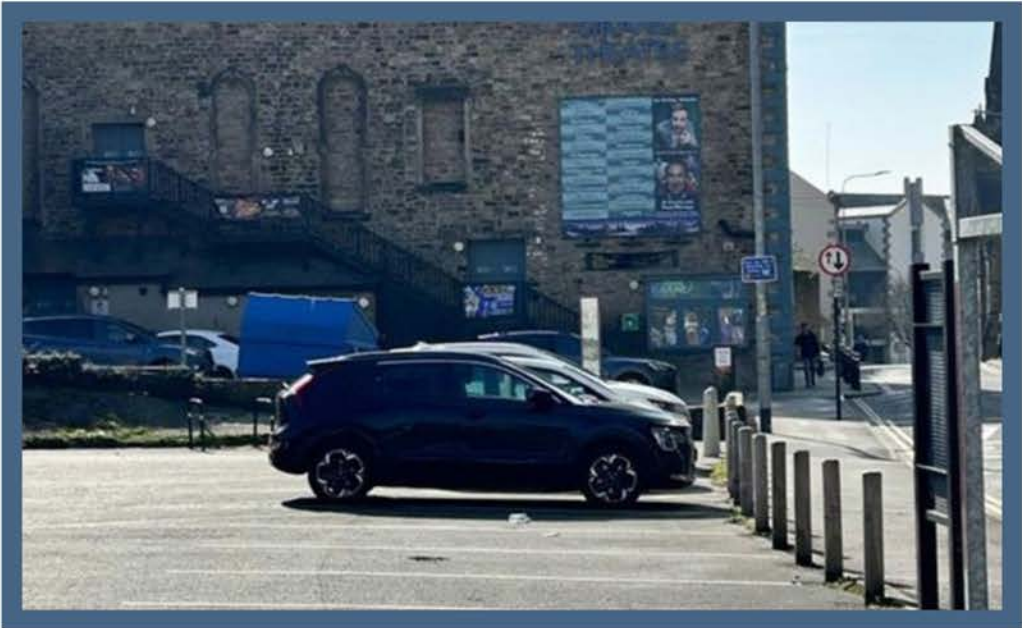


**The best place to get off or on the bus is Lancaster
Bus Station, Cable Street, LA1 1HH
It would take about 5 minutes to walk**



The nearest car parks are Lower and Upper St Leonardgate
You can find more information about these car parks on the
Lancaster City Council Website
<https://www.lancaster.gov.uk/parking/car-parks>

Lower St Leonardgate



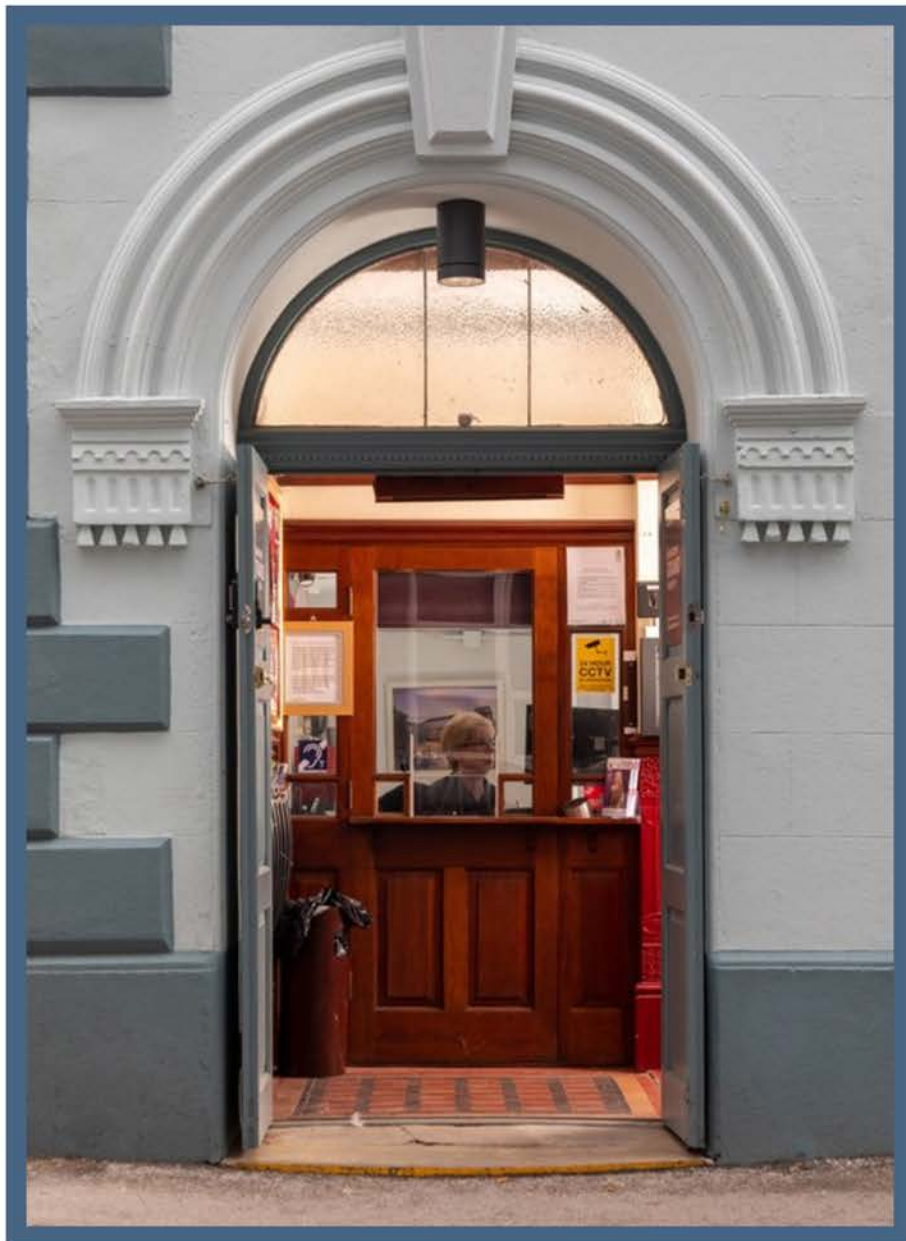
Upper St Leonardgate



**This is the Box Office
They sell tickets for shows.**

**They are open
10am - 3pm Monday - Saturday
Phone 01524 64695**

E-mail tickets@lancastergrand.co.uk



When you arrive to see a show, you will go through the front door into the Foyer.

If you are a wheelchair user you will go up the ramp and through the accessible entrance at the side of the building.

If you have tickets for the stalls and you don't want to go in through the front door you can use this entrance if you want to.

It will be busy.



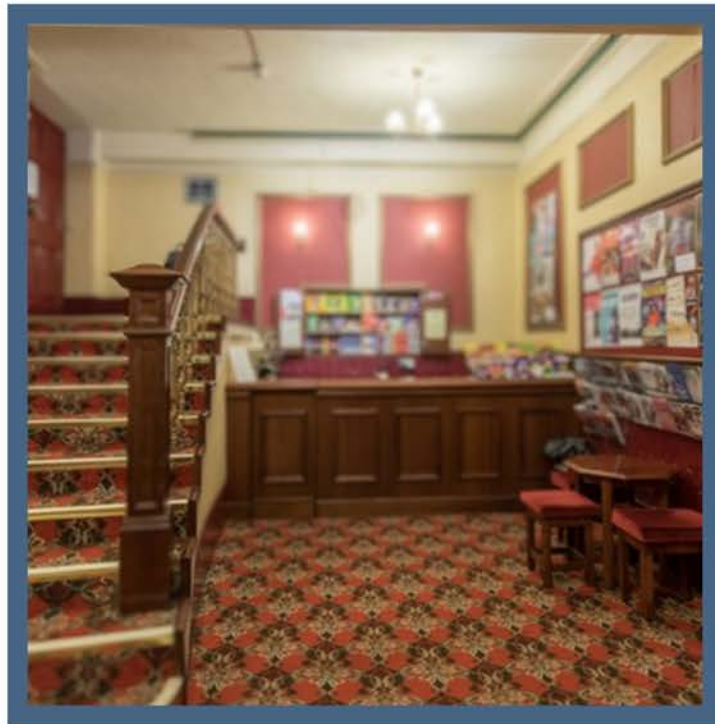
There will be people wearing Lancaster Grand tops and lanyards with badges on.

These people are the Duty Manager, the Front of House Coordinator & Volunteers.

They are there to help everyone coming to the show, if you need help you can ask them.



This is what the Foyer looks like it will be busy and it might be quite noisy.



If you don't have your ticket you can go to the Box Office.

It might be busy and there may be a queue.

The staff in the Box Office will help you.

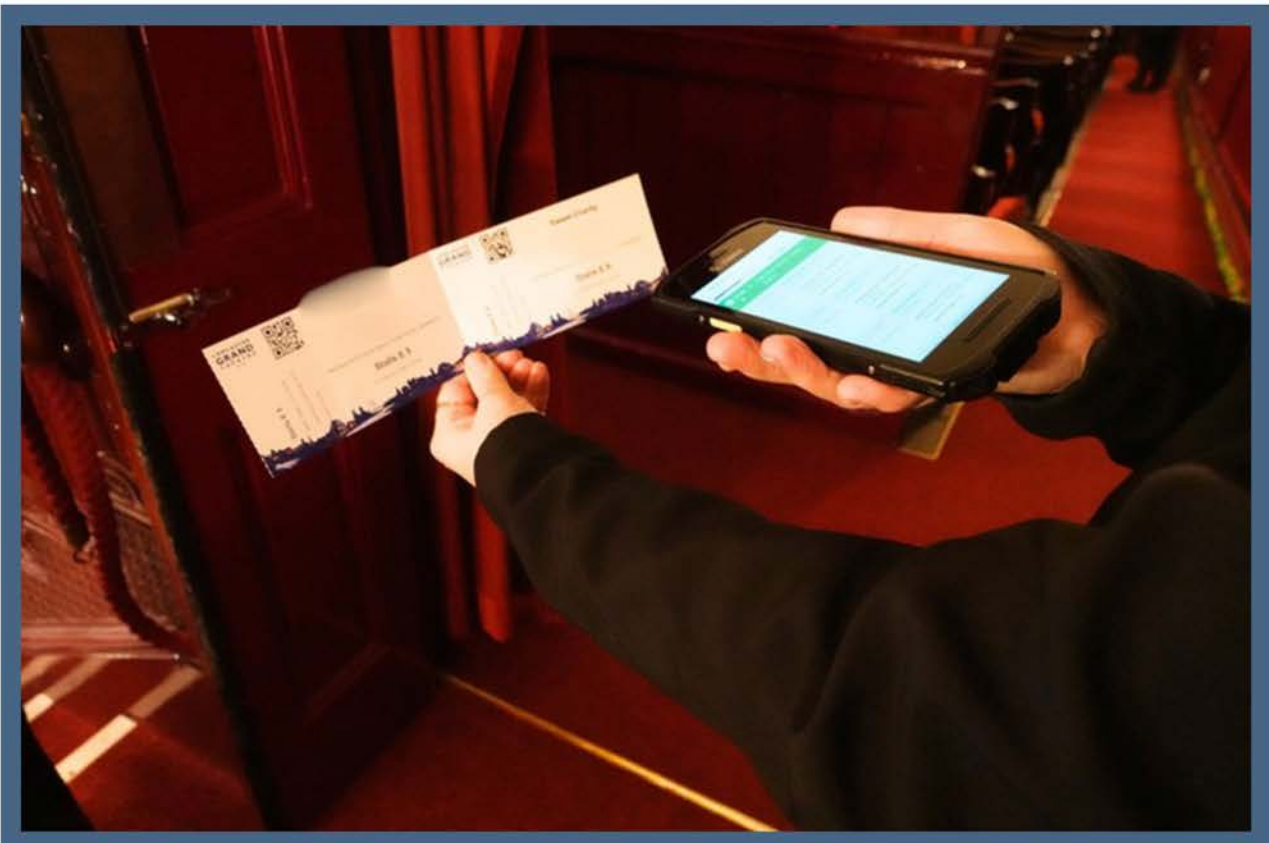


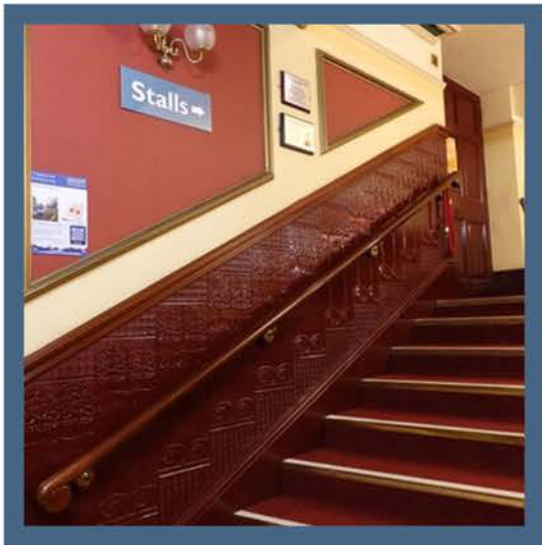
Your ticket has information about your seat and where it is.

If it says Stalls your seat will be on the ground floor you will need to go up some stairs to get there. Or you can go through the accessible entrance.

If it says Circle, you will be upstairs. You will have to go up lots of stairs to get there. It might be busy there will be other people going up the stairs. People may be queuing to buy drinks at the licensed bar, it is ok to go past these people to go up to the Circle.

When you are ready to go through the door to your seat there will be a Volunteer waiting, they will have a Lancaster Grand Lanyard on and they will scan your ticket.





Stalls Staircase

In the Foyer you will see signs for the Stalls and the Circle this is the way to your seats. You do not have to go straight to your seat if you don't want to

Stalls →



Circle Staircase



This is what the seating areas look like



Stalls

The stalls are equipped with an audio induction hearing loop



Circle

If you would like to view the inside of the theatre before your visit you can use our virtual tour [here](#).

Or you can contact Box Office 01524 64695 to arrange a pre show visit.

You can bring things to make you more comfortable during the show like fidget toys or ear defenders .

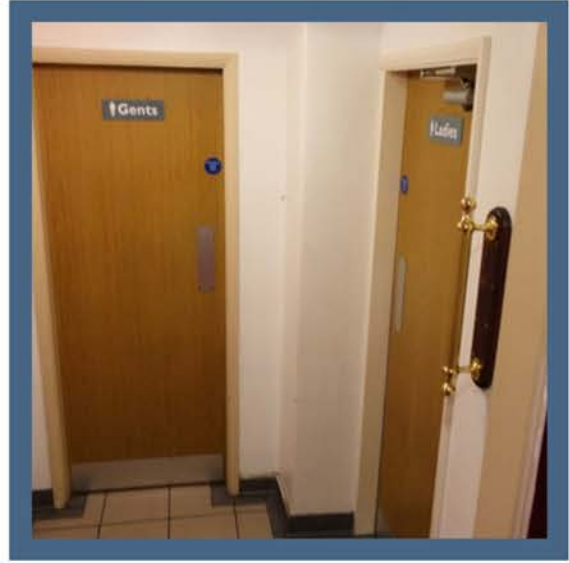


There are signs for the **Gents & Ladies** toilets in the **Foyer**, there is a **Ladies** toilet next to the licenced bar on the mezzanine level and a **Gents** toilet near the coffee bar in the **Circle**.

There is an accessible toilet in the **Stalls** near to the accessible entrance, follow the sign to the **Baby Change** . You can ask the people wearing **Lancaster Grand Lanyards** to show you the way if you need to.



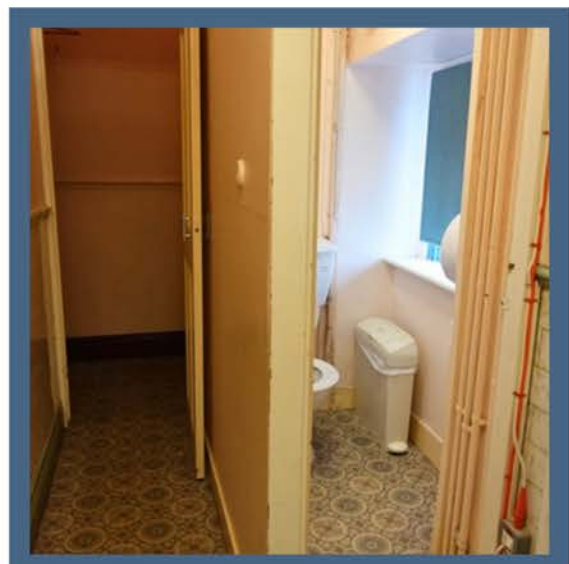
Foyer Ladies Toilets



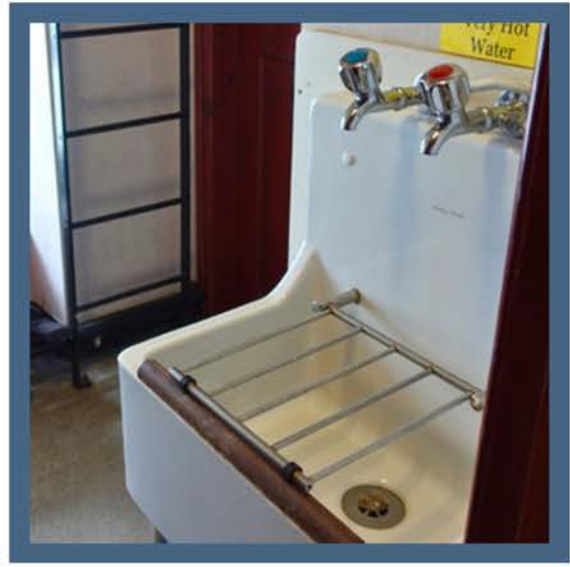
Foyer Mens Toilets



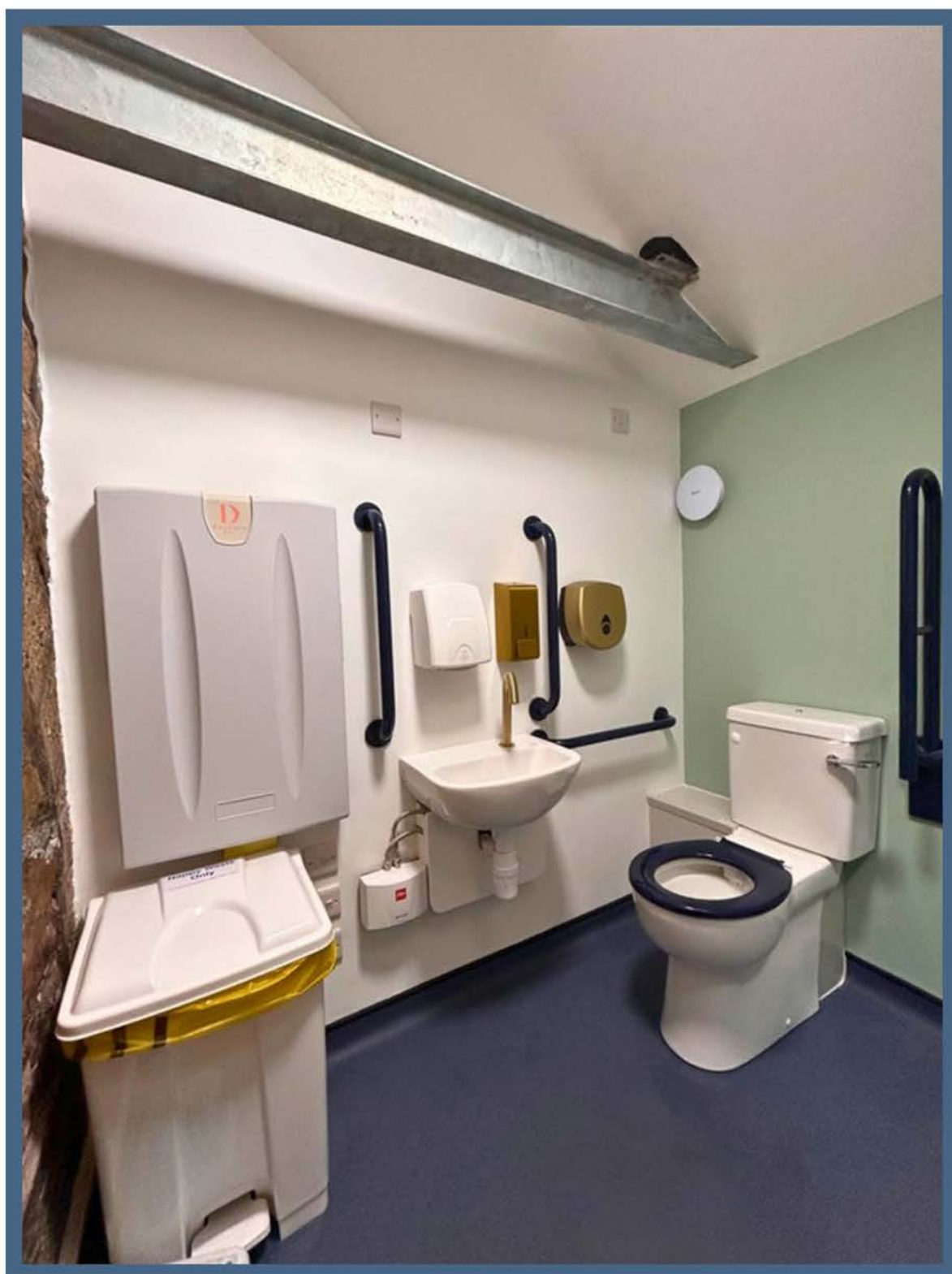
Mezzanine Ladies Toilets



Circle Mens Toilets



Accessible Toilet & Baby Changing





Before every show there will be announcements over the speakers letting you know that the show is about to start.

They will also remind you to turn off your mobile phone.

**The lights will be on before the show but it will go darker before the show starts
There will be signs up warning if there is any strobe lighting.**

All shows are different.

During most of the shows people may laugh, clap, dance, or join in singing. You don't have to join in if you don't want to.

The lights on stage will change during the show there may be lots of different colours.



If you need to have a break from the show you can go and sit in the Circle coffee bar or the Foyer coffee bar while the show is on, there may be other people there. It is ok to go back in when you are ready the volunteers can help you.

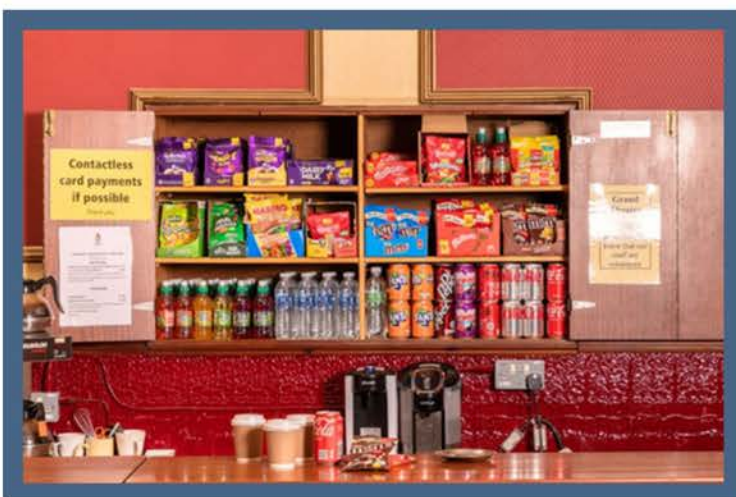


Circle Coffee Bar



Foyer Coffee Bar

About halfway through there will be a break called an Interval. It will last about 20 minutes. The lights will come on, you can have a snack, buy ice cream or use the toilet. Everyone will be taking a break it will be busy, and you might have to queue. Some shows do not have an interval.



After about 20 minutes a message will come through the speakers to tell everyone it is time to go back to their seats. It will be time for the second half of the show it will get darker again and the show will start .

At the end of the show the performers may come on stage to say thank you and goodbye this is called a curtain call.

People will clap, cheer, to show the performers that they have enjoyed the show.

If you want to join in you can but you don't have to.



Enjoy The Show!

We would like to thank everyone who gave us feedback and helped us create this Visual story and all the people who have shared their experiences to help us become more accessible.

Special thanks to Amy for all her help too.

"I was very impressed when I attended the relaxed performance of Dick Whittington last year at The Grand Theatre, Lancaster. All the staff were very friendly and helpful. They supported me in all aspects of the theatre journey. Pre-arrival they emailed me a social story to set the scene on what to expect. On the performance day, the staff and volunteers were on hand to guide me to my seat and tell me all the information I needed to know. This made me feel so relaxed and able to enjoy the show." - **Amy**

A special mention also to **Dr Leighanne Higgins** and everyone involved in **The Market Place and I** - [More information here](#)



Contact us:

Thank you for visiting Lancaster Grand Theatre we hope you enjoyed the show

If you have any questions about your visit or you want to tell us more about your experience, please email:

tickets@lancastergrand.co.uk

Box Office: **01524 64695**

Lancaster Grand Theatre

St Leonardgate, Lancaster

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