

**THEATRE EXPERIENCE**

THE PLAY THAT GOES  
**WRONG**



**SUNDAY 6 NOVEMBER 2022**

**DUCHESS THEATRE**

Catherine Street, London, WC2B 5LA

# KEY INFORMATION ABOUT YOUR VISIT

**This visual story is designed for visitors coming to the relaxed performance of The Play That Goes Wrong to help prepare you if you are curious or anxious about your visit.**

- The relaxed performance will start at 3pm.
- Act 1 is roughly 1 hour, then there will be a 20 minute break (interval) followed by Act 2 which will be roughly 45 minutes.
- The show will finish around 5pm.
- We will open the front doors at 2.15pm on the day of the relaxed performance. You are welcome to arrive from this time onwards to use any of our facilities and to purchase drinks and show merchandise.
- The auditorium will open at 2.15pm so you will be able to take your seats from this time ahead of the show starting.



These photographs show the inside and outside of the Duchess Theatre which has been home to the Play That Goes Wrong for eight years.





# YOUR JOURNEY AT THE DUCHESS THEATRE



When you arrive at the theatre you will be greeted by our friendly security staff (As seen in the picture to the right). You may need to wait in a queue at this point, this can get busy and noisy. You will need to show your bags to the security staff, and they may ask to see some of your personal belongings. The security staff might also use a hand-held metal detector.



If you need have your tickets on your phone, or printed out, then you will need to have them scanned by a member of staff before entering the theatre.



If you need to collect your tickets, you will have to go to our Box Office where our staff will help you.

# YOUR JOURNEY AT THE DUCHESS THEATRE

Once you have your tickets a member of front of house staff will guide you in the right direction towards your seats, the bars and toilets.



Please feel free to ask any of our staff questions about facilities, the theatre and the show. They will all be dressed in the uniform in these pictures and be identifiable by Nimax lanyards.

The theatre has 2 levels; the Stalls and the Dress Circle.

If you are seated in the Stalls there are 20 steps down to the auditorium level. You will also find toilets and a cloakroom on this level.



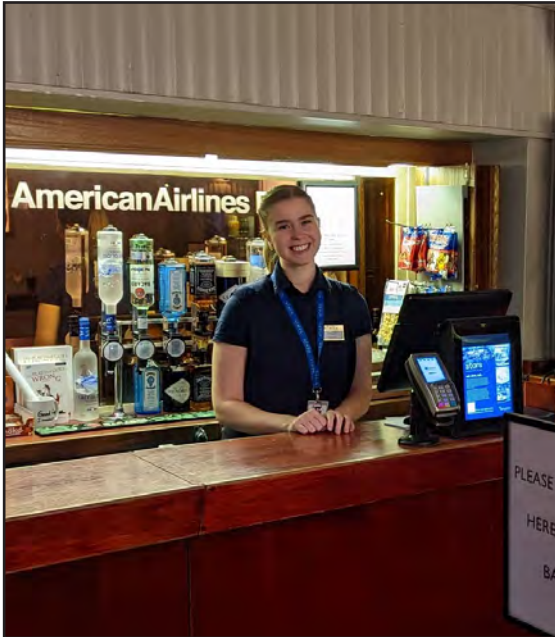
# FACILITIES



## THE STALLS BAR

Also downstairs you will find our main bar. You can buy drinks, snacks, and merchandise.

This bar will be used as a Chillout Area. This area will be there for you to use if you would like to come out of the auditorium and take a break from the show. You can go back into the auditorium again when you want to. If you want to know where this area is, please ask a member of staff to show you the way.



## THE DRESS CIRCLE BAR

If you are seated in the Dress Circle there are 11 steps from the Dress Circle bar to the Dress Circle auditorium entrance.



If you would like to buy a programme (which will tell you more about the cast and the show), you will find ushers selling them around the building. They cost £5, and can be paid for by card.

# OTHER USEFUL INFORMATION

## TOILETS

If you are seated in the Stalls you will find Gents and Ladies toilets . There is also an accessible toilet on this level.

If you are seated in the Dress Circle the Gents toilets can be found a further 8 steps up and the Ladies toilets 24 steps up from the auditorium entrance.

## STAIRS

If you are seated in the Stalls there are 20 steps down to the auditorium level, and a further 4 steps down to the Stalls bar.

If you are seated in the Dress Circle there are 11 steps from the Dress Circle bar to the Dress Circle auditorium entrance, and a further 8 to the Gents toilets, or 24 to the Ladies toilets.

If you need any assistance with stairs then please ask a member of staff who will be happy to help you.

## MOBILE PHONES & TABLETS

Mobile phones and tablets will be allowed to be used inside the auditorium during the show for this relaxed performance. However, we ask that you do not take photos or record during the show.

## SHOW CHANGES

At this performance the lighting, sound and some of the effects in the show have been altered in order to reduce anxiety and to provide a less stressful experience. More detailed show information is in the visual introduction.

