

## Access booking guidance

For shows from Autumn 2021 the Rose Theatre will have wheelchair spaces and other accessible seating options available to book via our website, as well as via email, in person or over the phone. Access pricing will also be available online.

### Contact Details

For questions on access performances, to discuss a future visit, or for any feedback, please contact our Access Coordinator:

Geert Rigtters – Front of House and Events Manager

Email: [Access@rosetheatre.org](mailto:Access@rosetheatre.org)

Phone: 0208 939 4525

We aim to respond to every email and voice mail within two working days. For urgent questions, issues, or to book tickets, please contact our Box Office team:

Email: [Info@rosetheatre.org](mailto:Info@rosetheatre.org)

Phone: 0208 175 0090

### How to book

We have recently introduced a new way for patrons to inform us of their access requirements, as well as making online booking available for wheelchair bays and other accessible seating options, such as aisle seats and seats within our infra-red hearing loop.

Patrons can still call or email the box office to book tickets, or inform us of their access requirements, but it can also be done online:

Log into your Rose Theatre account on our website, under My account, click Other Preferences.

Here you will be able to select any tick boxes that apply to you, if you want to book on behalf of someone with access requirements, please contact the box office.

If you are entitled to a free companion ticket, please tick the appropriate box, and these will be automatically applied for you when you pick the Personal Assistant ticket.

For this system to work you will have to be logged in before you try to select tickets.

### For wheelchair spaces

Due to the turning circles, electric wheelchairs tend to only fit into our Stalls spaces, manual chairs fit on both levels. If there are no wheelchair spaces available, please call the box office, as there may still be a space available due to the way the theatre is designed.

Every wheelchair space available online comes with a reserved companion seat next to it, these are indicated with an "A". Please only select the "A" next to your wheelchair space. Wheelchair spaces are marked with a little wheelchair.

### For Audio Description users

Our infrared system works in most of our auditorium, but in order to give you the best possible experience we will reserve seats in a prime reception area for any patron who requires Audio Description. These are marked by the symbol below:

\*Hearing loop symbol\*

### For Captioned and BSL users

Where possible we try to mark the location of the captioning units or BSL interpreter on our seating plan so patrons can make an informed decision on where to sit to have the best possible experience. We will also have seats reserved in prime areas, these seats will show up as stars if you have informed us you require BSL, Captions or both.

### Other access requirements

Aisle seats and level access seats will be reserved for patrons that may require them according to their access requirements, these will show as a star to those patrons that are eligible for them. There will still be aisle seats available for general sale.

Our box office team will always be available to offer advice or assist with bookings.

If you have any questions, concerns or comments about your visit to the Rose, please contact:

Geert Rigters – Front of House and Events Manager

[Access@rosetheatre.org](mailto:Access@rosetheatre.org) or 02089394525