

## Access Information Pack

As we welcome our patrons back to our venue, we are committed to the continual improvement of the accessibility of both our venue and the shows we present to our community.

### 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

### Venue Accessibility

- Level access into the building
- A low service counter at the Box Office
- An induction loop at the Box Office (T-setting)
- Accessible toilet on every level
- Lift access to every level
- Ten wheelchair spaces across the Stalls and Circle level\*

\*Electric wheelchairs will have a hard time making the turn into our wheelchair spaces on the Circle level. If you require a space for an electric wheelchair, please inform our box office team or book a Stalls wheelchair space.

Blue Badge parking is available in the High Street and the Rose Car Park. The nearest parking is the Rose Car Park which is open until midnight, the entrance to which is on East Lane (KT1 2NN). A 10 minute drop-off spot is available outside the venue.

Please let us know in advance if you are bringing a guide dog, so that we can arrange a water bowl and dog-sitter during the performance if required.

The Rose has recently become a Kingston Centre for Independent Living Corporate Partner, and will work continuously with KCIL to improve the accessibility of the venue and the events being put on.

The Rose has achieved the first level Bronze Award of the 'Attitude is Everything' scheme for commitment to access within the venue, and we will be working towards the silver and gold levels.

We are proud to be a **Dementia Friendly** organisation.

## Accessible Performances

The Rose Theatre is working hard to improve its accessibility across all performances. A list of accessible performances can be found on our website, [here](#).

We currently offer Audio Described, BSL Interpreted, Captioned and Relaxed performances:

### Audio Described Performances

These performances have a live audio-description that can be heard through headphones. The description does not interfere with the performance but fills in the gaps by describing facial expressions, costume, scenery and action sequences so that visually impaired theatregoers can follow the plot fully and independently.

A Touch Tour is for blind and partially sighted customers to familiarise themselves with the set ahead of the performance.

### British Sign Language Interpreted Performances

BSL interpreted performances are aimed at D/deaf or hearing-impaired people. Trained interpreters usually stand to one side of the stage to interpret the script used by the performers at the same time it is being performed.

The Rose allocates specific seats in the theatre so that audiences can read the interpretation clearly while still having a great view of the show.

The Rose Theatre works with TheatreSign to deliver high quality, BSL interpreted performances.

### Relaxed Performances

A relaxed performance is perfect for anyone who would benefit from a more relaxed performance environment during a performance. Relaxed performances take a laid-back approach to noises or movement coming from the audience. They give everyone permission to relax and respond naturally.

### What is different?

- The house lights in the audience will be on so that it's not too dark
- Audiences can make noise during the show
- Audiences can come and go as they please

- There are seats available in the cafe or foyer areas if you need to leave the performance at any time
- We make small changes to the lights and sound (such as taking out strobes lights) so that the performance is more accessible if you have sensory sensitivities.