AT THE OLD VIC

VISUAL STORY

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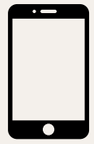
THINGS YOU NEED TO KNOW

If you've never visited a theatre before, or haven't been for a while, here is some handy information to help you:



Getting here

We are two minutes' walk from Waterloo (100m), Waterloo East (200m) and Southwark (200m) Stations. The easiest way to get to The Old Vic is via public transport.



Your ticket

You will have received your e-ticket when you made your booking. You don't need to print it — just show it on your smartphone and it will be scanned. Keep your ticket with you at all times, as ushers will ask you to show your ticket when entering and re-entering the auditorium. If you lose or delete your e-ticket, our Box Office staff can help.



Eat and drink

You can eat and drink in the auditorium but all drinks must be in non-glass cups or bottles. You can also take snacks into the show with you but you can't take hot food.



Photography and videography

Photography is allowed in our auditorium before the show starts, during the interval and after the show. We ask that no photography be taken during the show.



Airplane Mode

Please switch your phone to Airplane Mode before the show starts so that you can still access your e-ticket as required. We advise that you turn your phone to Airplane Mode (rather than switching it to silent) to make sure everyone's experience is as enjoyable as possible. Please note that some audience members may need to keep their phones on to support their access needs.



Dress code

You can wear whatever makes you feel comfortable. There is no dress code and formal dress is not expected.



Under 16s

Children under 16 should be accompanied by an adult. Babes in arms (under 18 months) are permitted at Relaxed performances.

WHEN YOU ARRIVE

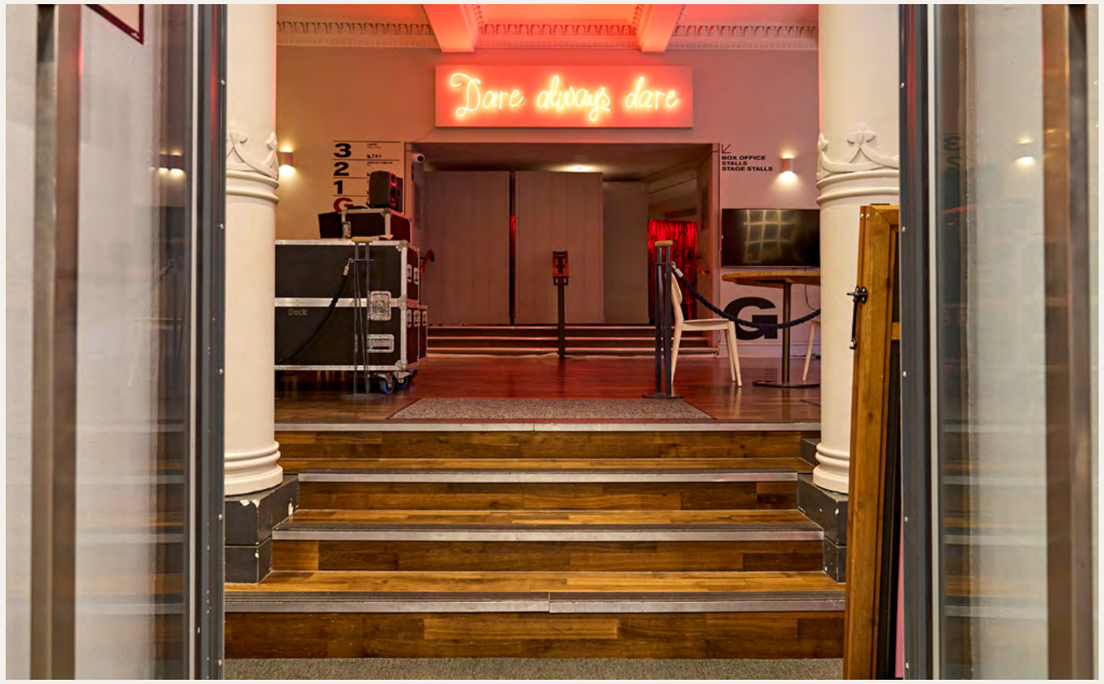
This is what the theatre looks like:



We have two entrances. One is on the road called The Cut which is directly in front of the theatre. There are dropped curbs leading onto this road via the pedestrian crossing. This is what the front entrance looks like:



There are some steps at this entrance:



The other entrance is on Waterloo Road and it is wheelchair accessible with lift access:



There are dropped curbs leading onto this entrance via the pedestrian crossing:



There is lift access to the Box Office, inner foyer and Penny bar and cafe on the basement level:

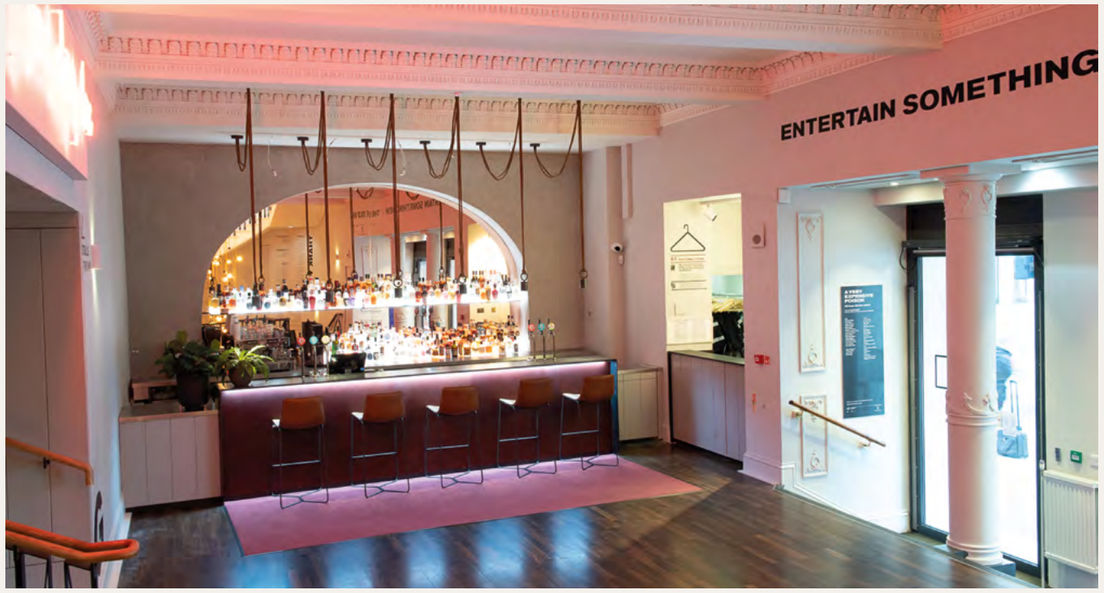


This is the lift exit on the basement level:



This is the foyer:





When you arrive, for your security, you may have your bag checked. A member of the Security team will ask to look inside your bag. They may need to gently move some of the contents of your bag, so they can see everything inside.

The Box Office is in the inner foyer — it is straight ahead of you if you enter via the the lift, or round to the left if you are coming from the front entrance. The lift is at the Waterloo Road entrance, which is the wheelchair accessible entrance. We have a cloakroom that you can use if needed, which is on the right as you come through the front entrance.

This is a member of the Security team — they will check your bag when you arrive:



This is a member of the Front of House team — they will check your tickets and show you to your seat:



This is a member of the Box Office team — they can help you if you can't find your e-ticket:



FOOD AND DRINK

This is the foyer bar:



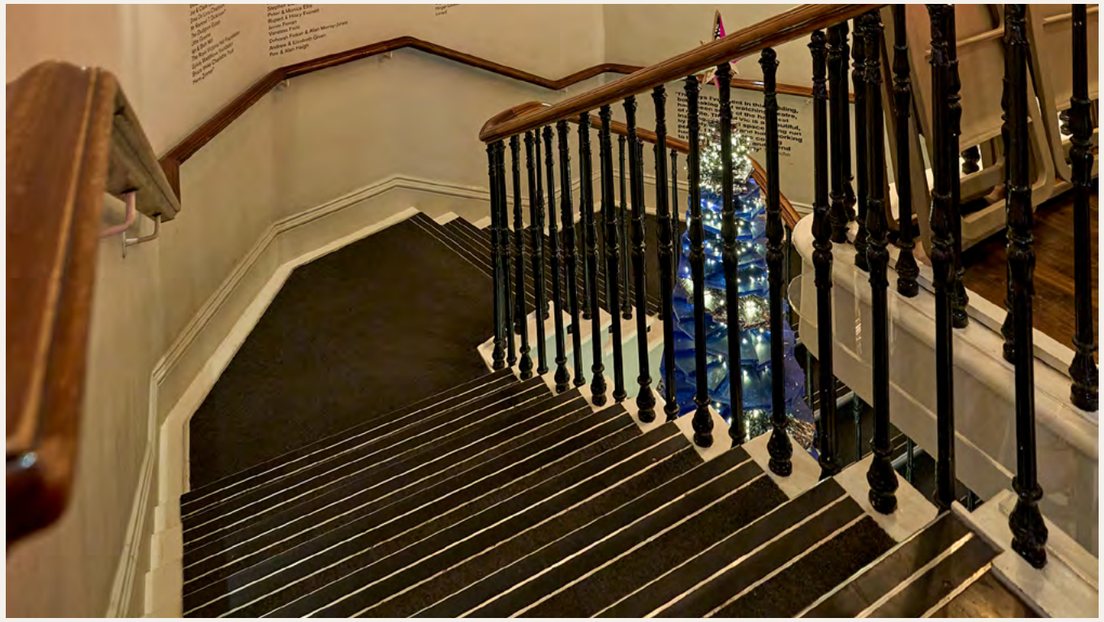
This bar is open from one hour before the performance, serving drinks and snacks. There are four steps to this bar. This is what the steps look like:



This is our basement bar and cafe, Penny:



This bar is open from one hour before the performance, serving drinks and snacks. It is wheelchair accessible. You can reach Penny bar and cafe via the lift or down 19 steps to from the foyer. This is what the steps look like:



This is the Dress Circle bar, named The Borthwick, on level two:



There are 29 steps to this bar. This is what the steps look like:



This is the Baylis Circle bar on level three:



There are 49 steps to this bar. This is what the steps look like:



From an hour before the performance starts until the end of the show, both the Dress and Baylis Circle bars are open. On the day you can order a pre-show drink (only those over 18 can purchase alcohol).

TOILETS (BASEMENT)

In all toilet blocks there are hand dryers and paper towels to dry your hands. For Relaxed performances, the hand dryers in all toilets will be turned off.

In Penny bar and cafe on the basement level there are two toilet blocks, one wheelchair accessible toilet and one gender neutral toilet. There is lift access to these toilets.



The women's toilet block contains 11 cubicles only. This includes one baby change cubicle and one accessible cubicle, also known as an ambulant toilet:



The men's toilet block contains seven urinals and two cubicles, one of which is an accessible toilet, also known as an ambulant toilet:



This is the wheelchair accessible toilet which also includes baby change facilities:



This is the separate gender neutral toilet with an enclosed sink:



BAYLIS CIRCLE TOILETS (FLOOR THREE)

On the Baylis Circle level on the third floor there are two toilet blocks. There are steps to these toilets:



The women's toilet block contains 12 cubicles only. This includes one baby change and one accessible toilet, also known as an ambulant toilet:



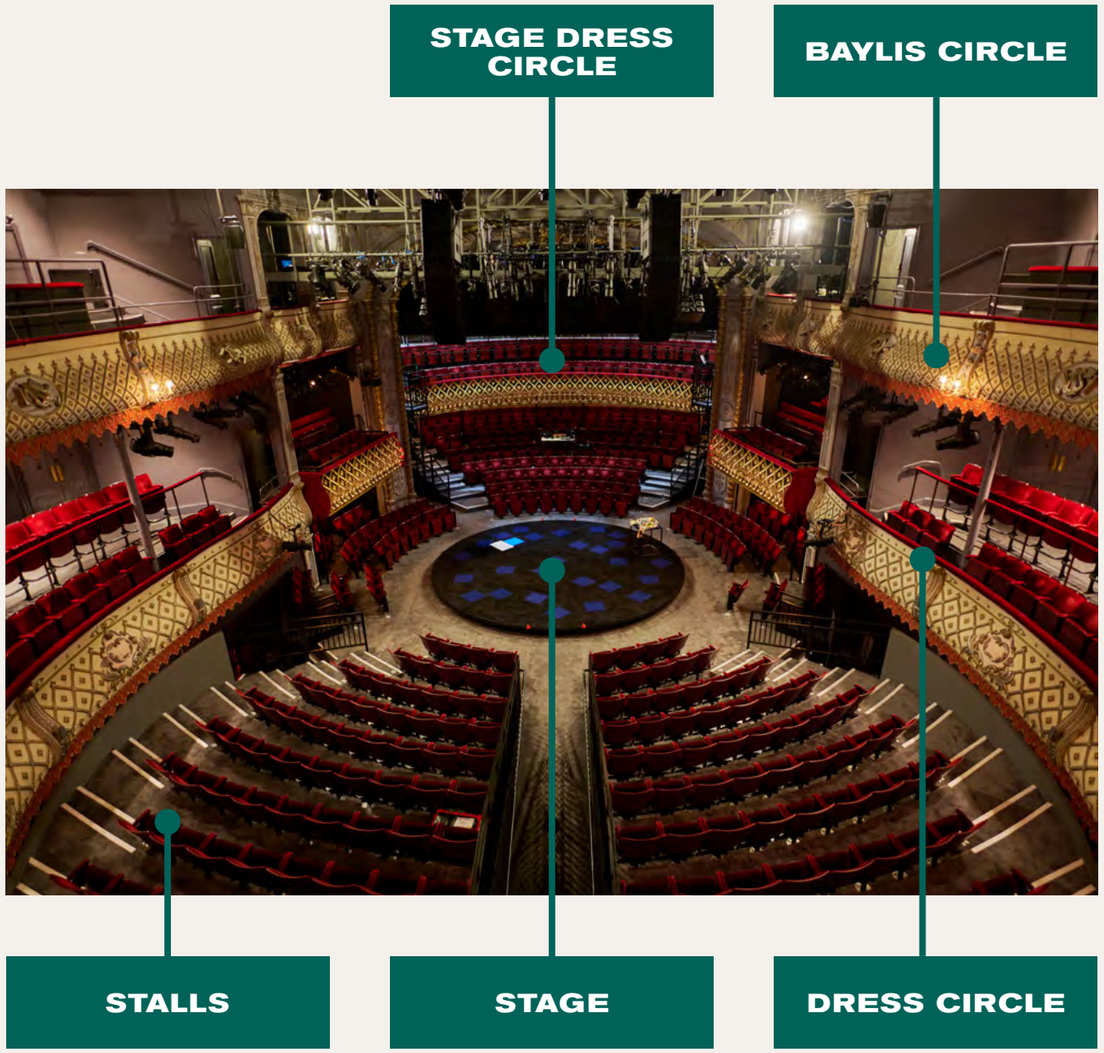
The men's toilet block contains eight urinals, with one cubicle that is also a baby change:

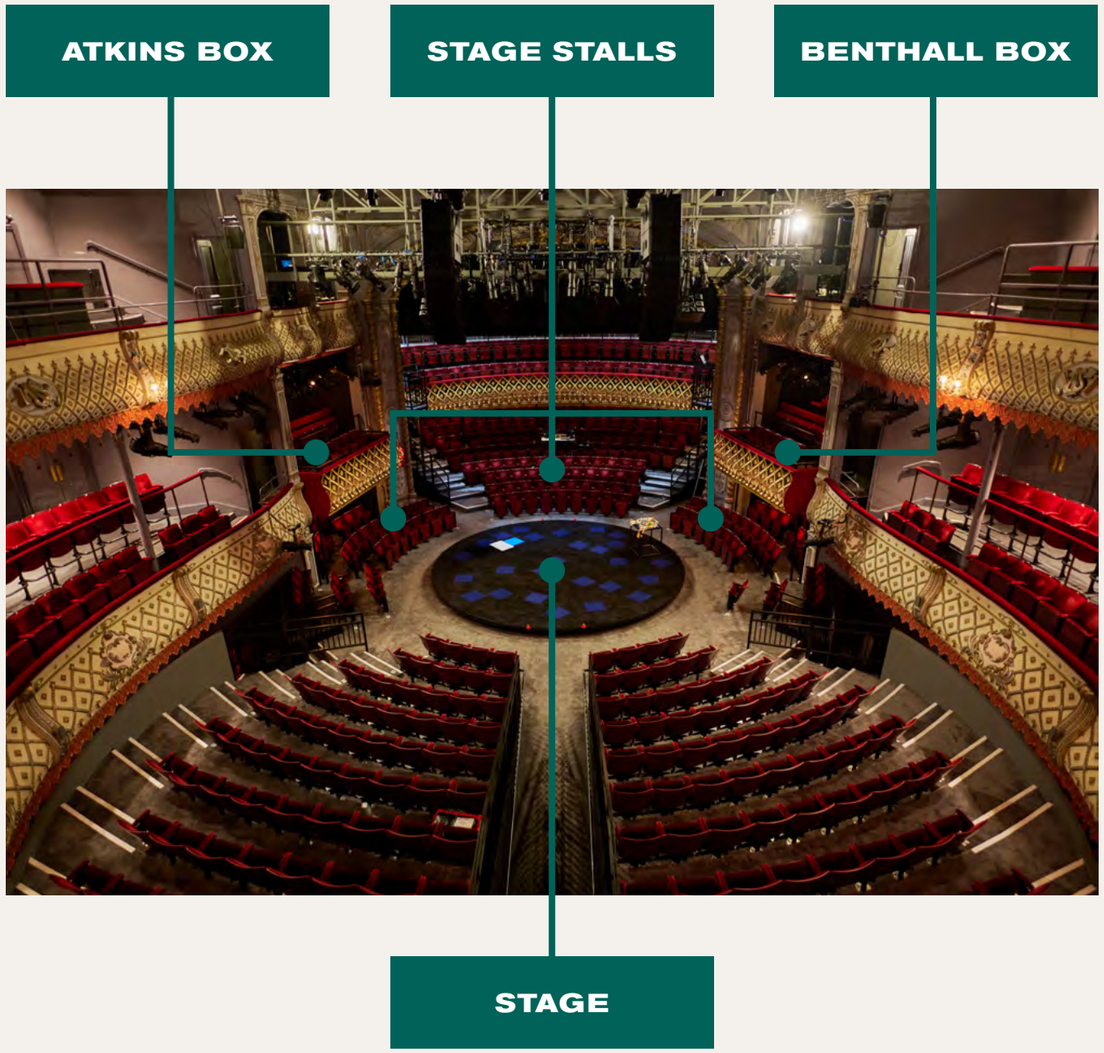


FINDING YOUR SEAT

When you are ready, you can go into the auditorium where the show takes place and find your seats. Your ticket will tell you which section, row and seat you are in. Ushers will be stationed at each entrance to help you find your way. The auditorium will be full of people when the show starts.

The theatre is currently configured In The Round, where the seats are arranged around all sides of the circular stage.





Stalls Seating

If your seats are allocated in either the Stalls or Stage Stalls, you can enter the auditorium via the doors on the ground floor. You can check your seat number against the signs by each door to find the closest entrance. This is what the left and right entrances to the Stalls look like:





If you require step-free access to the Stalls, you will need to enter the theatre via the Waterloo Road entrance and take the lift up to the Stalls. You can then enter the auditorium through the central doors which lead to an aisle and step-free seating on all sides of the Stalls. This is what the wheelchair accessible central aisle looks like:



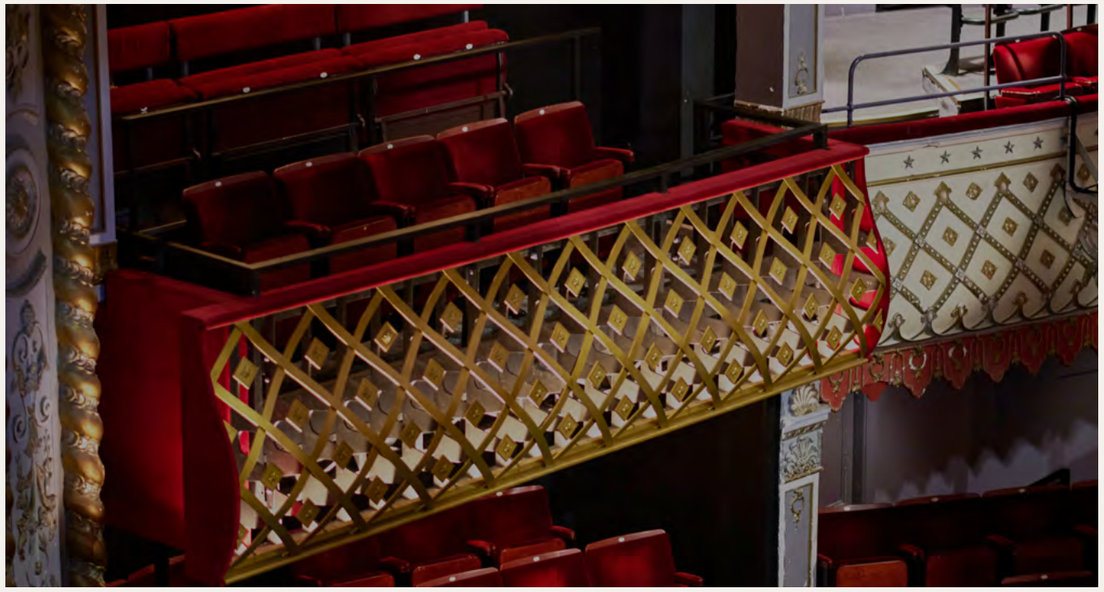
As the stage is placed in the centre of the Stalls, you may notice the actors walking past you through the aisles to enter the stage.

The nearest toilets from the Stalls are on the Basement level, which have step-free access via the lift.

Dress circle

If your seats are in the Dress Circle, you will need to enter the auditorium on floor one. There are two entrances to the Dress Circle, with seat numbers listed by each door.

If your seats are in either the Atkins or Benthall box, you will also need to enter through these doors. The door on the left will lead you to the Atkins box and the right to the Benthall box. This is what the Atkins and Benthall boxes look like:



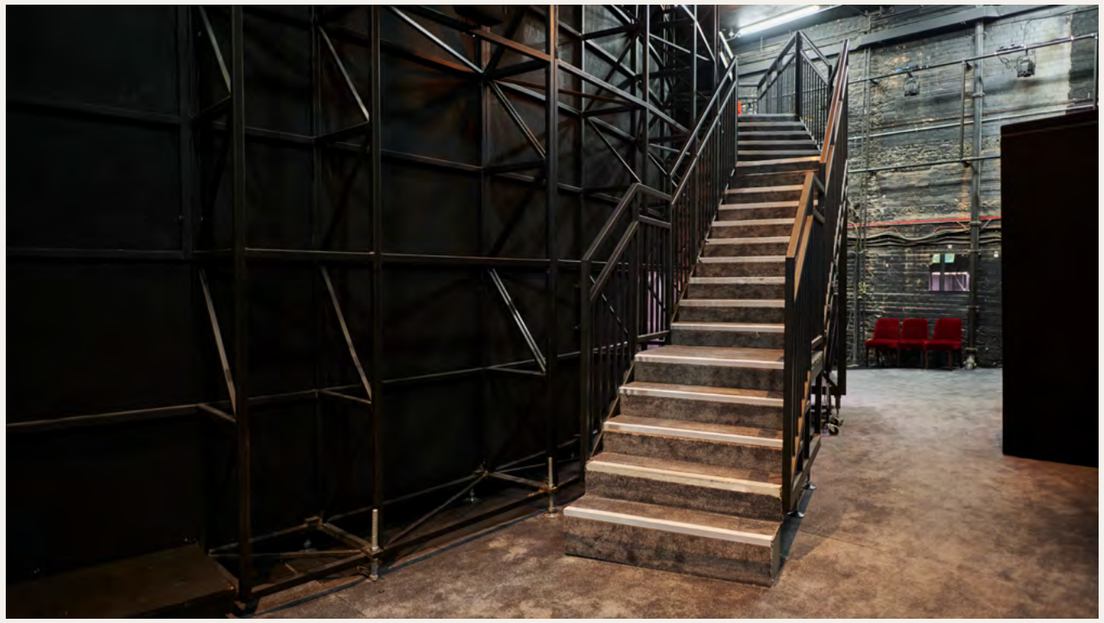
The nearest toilets for those sat in the Dress Circle, Atkins and Benthall boxes are on the Baylis level on floor three.

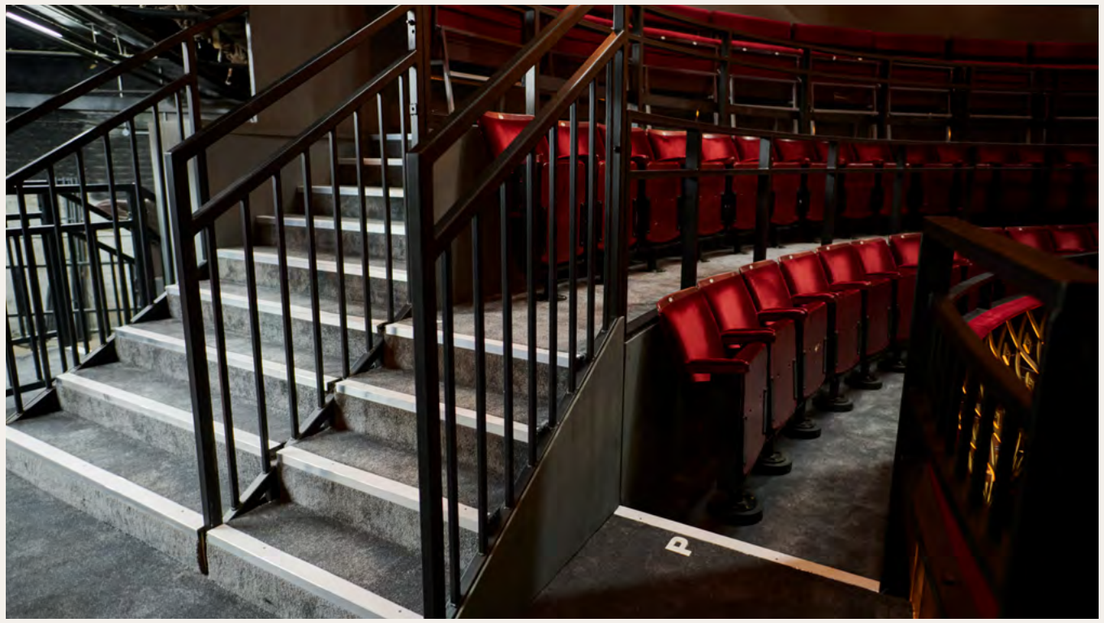
If your seats are in the Stage Dress Circle, you will need to enter the auditorium via the left and right Stalls entrances on the ground floor. These seats are on the opposite side of the stage as you enter the auditorium. There is sloped flooring which leads around the left and right sides of the stage towards the Stage Dress Circle. You can check your seat number against the signs to find the easiest route. This is what the route towards the Stage Dress Circle looks like:





There is a staircase behind the Stage Dress Circle that leads you to your seats. There are 21 steps leading up to row P, 25 to row Q and 30 to row R in the Stage Dress Circle. This is what the steps look like:





The nearest toilets for those sat in the Stage Dress Circle are on the Basement level.

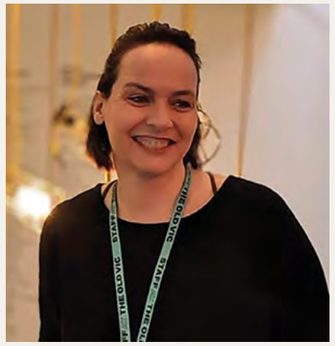
Baylis Circle

If your seats are in the Baylis Circle, you will enter the auditorium on floor two. The nearest toilets are on the Baylis level on floor three.

There is bench seating on both sides of the Baylis Circle, which looks like this:



ENJOY THE SHOW



If you have any questions about your visit, please contact Danny our Head of Front of House Operations:

danny.krohm@oldvictheatre.com
Danny Krohm, Head of Front of House Operations

For more information visit
oldvictheatre.com/your-visit/access
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