



## Visual Social Story

### Films

This Visual Story is provided to support children and adults with additional needs and disabilities to help prepare them in their visit to the theatre and help them to familiarize themselves with the surroundings.

At the Castle Theatre, Wellingborough

10 Castle Way, Wellingborough NN8 1XA

**When I get to the theatre there may be lots of people waiting to get in.  
If I don't have my tickets, I will need to collect them from the box office.  
I might have to wait in a queue, but it will not take long.**



**For my safety the box office has a plastic screen up to protect me and the staff.**

**If I find it Difficult to wear a Mask or face covering, I do not have to.**



**There may be hand gel around the theatre so I can clean my hands as I go around the building.**



**While I wait for the main auditorium to open, I may want to have a drink or a snack from the bar if it is open, or Puds 'n' Guds.**

**Bar**



**OR**

**Puds 'n' Guds**



**At the Bar there is a one-way system.**

**I can follow the signs on the floor to show me where to go.**



**My Ticket will show me where to sit in the Main Auditorium.**

**There will be a Letter for the Row and Number for the seat.**

**There will be a Door Number to show me the easiest way to my seat.**

**Door 1 and Door 2** are next to the bar.

**Door 3 and Door 4** are up the stairs on the Balcony Level (There is also a lift).

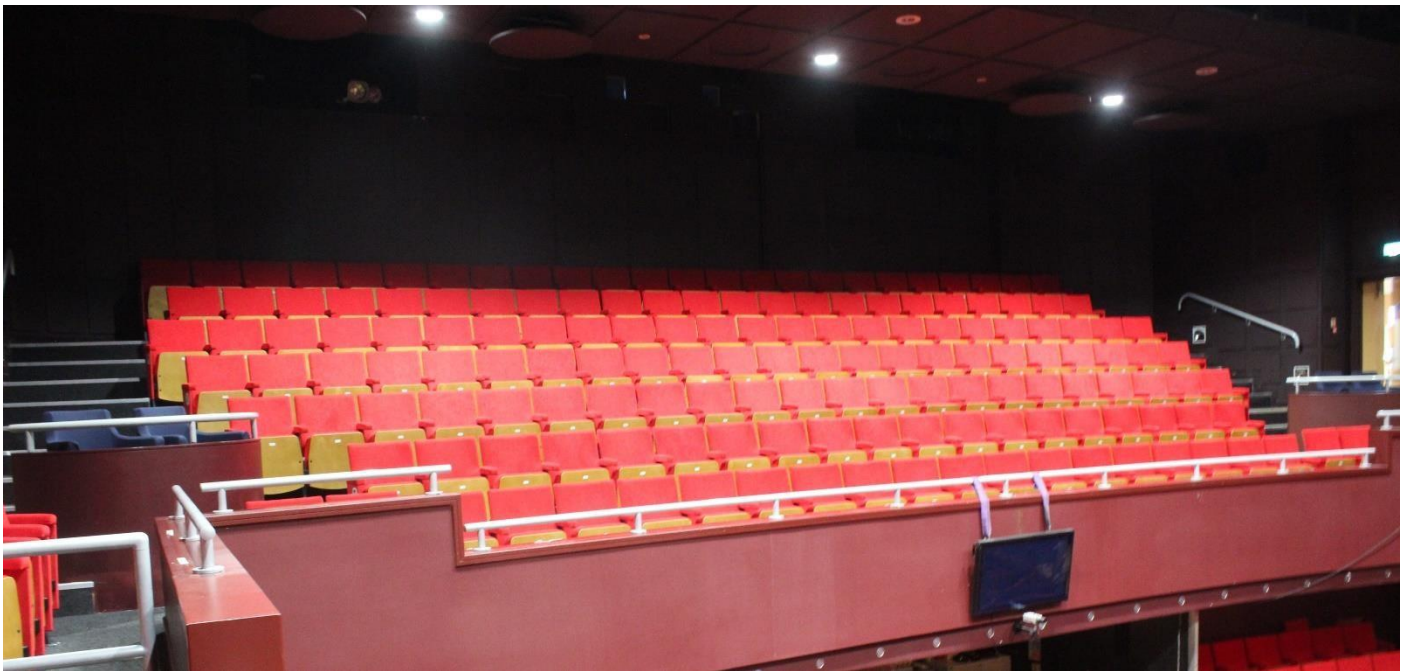


**When the Main Doors open there will be a steward waiting to check my ticket and help me find my seat.**



**Films are Shown in the Main Auditorium, but our seats will be upstairs in the Balcony.**

**There may be people sitting next me throughout the Film, this is Okay.**



**If it is a Busy film, downstairs may also be open.**

**It may get Loud in the auditorium whilst we wait for the film to begin.**

**When it is time for the show to start, there will be an announcement on the loudspeaker to say the show is about to begin.**

**The theatre will then get darker, and everyone will get quieter.**

**During the Film it may get very loud. If it is too loud, I can use my ear defenders if I have brought them, or I can cover my ears with my hands.**



**There may be flashing or bright lights During the Film. If it gets too much, I can use my hands to cover my eyes.**



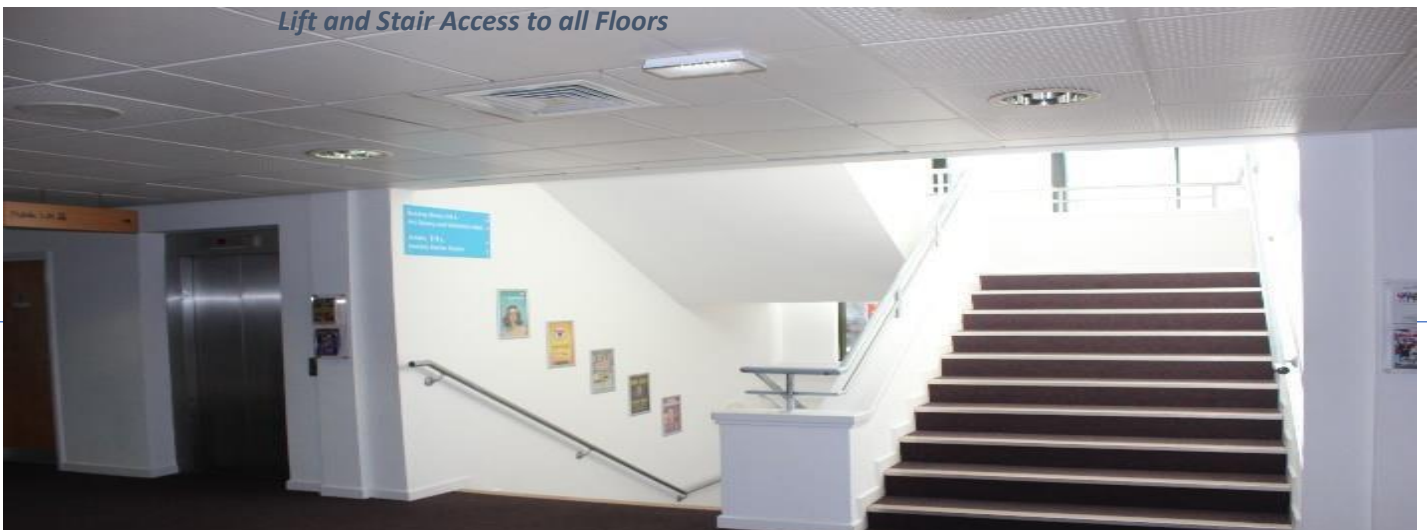
**I can leave the auditorium at any time if I need a break and come back in when I am ready.**

**When the film ends all Doors will be open so you can leave the theatre safely.**

**Bins are available at all doors if you have any rubbish.**



## Areas of the Theatre



**If I need the toilet I can go upstairs or downstairs or use the lift.**

**There is a disabled toilet on all floors and a baby changing toilet on the Bar Level.**

**To access the Baby changing and Disabled toilet on the bar level, I need to ask the staff at box office or a steward to let me in.**



## Bar and Stall Level



# Balcony Level



## **Helpful Tips**

- **Free Car Park available at the rear of the Theatre, with disabled spaces at the rear and near the front of the building.**
- **Arrive early to have a look around and collect your tickets, go to the toilet and have time to settle into the theatre**
  - **Booster Seats Available**
- **Toilets available on all levels of the theatre, including disabled toilets on all levels (please ask box office for fob if you require baby changing facilities)**

### **Relaxed Performances ONLY:**

- **While you wait for the show to begin, if it gets too busy, the Relaxed Room (Breakout Room) upstairs will be open**
- **The Relaxed Room will be available at least 15 minutes before the show starts and 15 minutes after the show ends**
- **There will be a screen on balcony level, showing the performance, if you need it**

**If you require any more information or assistance, please do not hesitate to contact Castle Theatre by calling 01933 270 007**

**We look forward to welcoming you to Castle Theatre.**

**I am Going to see \_\_\_\_\_**

**The Date we will be going is \_\_\_\_\_**

**The Time it starts \_\_\_\_\_**

**If I come along to the Relaxed Performance, What Does this mean?**

A Relaxed performance is designed to make the theatre an accessible leisure opportunity for those with a variety of needs, along with their family and friends. A Relaxed performance is a type of accessible performance, adapted to the needs and taking into account the sensory needs of individuals visiting the theatre. The aims are to reduce anxiety and stress otherwise caused by the average theatre going experience, to introduce an individual to the theatre for the first time, or to allow an individual the opportunity to come to the theatre with a more relaxed atmosphere.

Our Access events have specific measures and additions, which are not available during regular shows and performances.

**These measures for Relaxed Performances include:**

- Relaxed Room on Balcony Level (the Breakout Room)
- Additional Screen showing the performance outside the auditorium (Balcony level)
  - Auditorium lighting is kept at a higher level
  - Auditorium speaker sound reduced
- Reduction and non-existence of unnecessary noises throughout Front of House
- Limited to two loudspeaker announcements (before the show begins at Act One and Act Two)
- Wheelchair spaces to accommodate a range of different wheelchair types and sizes