



Access Guide



errol flynn
filmhouse

ROYAL
DERNGATE &
NORTHAMPTON



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Welcome

We want to make your experience of Royal & Derngate and the Errol Flynn Filmhouse as relaxed and enjoyable as possible... from finding out about our programme through to visiting the venues themselves.

This guide is split into three sections:

How To Book
Accessible Event Information
Venue Access Guide

The Royal & Derngate brochure and this Access Guide are available in these alternative forms:

Braille
Audio CD or MP3
Large Text
PDF

Further information can be found on our website:

www.royalandderngate.co.uk/access

If using a mobile device, please use this link: **<http://bit.ly/2yLgyEE>**

If you have any questions or want to request this guide in an alternative format, please contact us direct:

Email access@royalandderngate.co.uk

Telephone 01604 624811

Textphone prefix 18002

How To Book

Telephone 01604 624811

Textphone prefix 18001

In person Royal & Derngate, 19-21 Guildhall Rd, Northampton, NN1 1DP

To ensure that you don't miss out on any important information or discounts, please advise Box Office staff at the time of booking which access service you require.

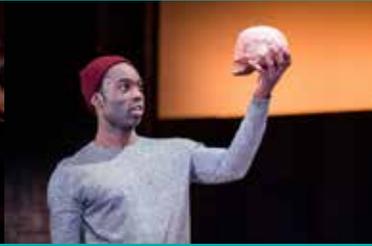
Tickets can be collected from Royal & Derngate in advance or picked up at the venue from one hour before the start of the performance. For Royal & Derngate tickets, a transaction fee of £3 applies for bookings of £15 or more, excluding disabled patrons, members and groups. You can have your tickets posted to you for a £1 postage fee.

Discounts

If you are a wheelchair user, have mobility difficulties or have a visual or hearing impairment you can book seats in the area of the venue most appropriate to your needs. On performances which have concessions available, you will receive £4 off your ticket and £4 off for your companion, and if you require assistance to attend the performance your companion's ticket will be free.

In order to unlock these discounts online, please fill in our Access Registration Form, which you can request from our Box Office or download at www.royalandderngate.co.uk/access.

If you have not already done so you will be asked to complete this process over the telephone the next time you book.



Accessible Events



Accessible Performances At Royal & Derngate

Our accessible performances are open to all, but offer an enhanced experience to those who might not be able to attend the theatre otherwise.



British Sign Language

BSL interpreted performances allow people who are deaf or for whom British Sign Language is their first or preferred language to access live performances. BSL interpreters provide a linguistic and artistic interpretation. The interpreter mostly stands to the right hand side of the stage, as viewed from the audience.



Audio Description

Audio described performances support people who are blind or partially sighted to access live performance. An audio describer provides a live commentary of the visual elements of a performance which is broadcast through a personal headset. They will describe the action such as where the characters are on stage, what they're wearing, how they gesture and what the set looks like, without intruding on the actors' dialogue. The commentary begins 15 minutes before curtain up.



Touch Tour

Before every audio described evening performance in our *Made In Northampton* season, we hold a half-hour touch tour at 5.30pm to introduce our visually impaired audience members to the set and costumes. Spaces on these tours are limited, so please ring our Box Office to book your place.

CAP Captioning

This service is useful for anyone who is deaf, hard-of-hearing, has difficulty following strong accents or whose first language is not English. Captions are displayed in large print on either side of the stage. Text appears in real time as the words are spoken by the performers. The captions also provide information about who is speaking and any sound effects or music that may be important to understanding the performance.

English language supertitles are used for all operas at Royal & Derngate. These are lyrics displayed in large print above the stage.

REL Relaxed Performances

We offer a relaxed performance every year on our *Made In Northampton* Christmas show and our pantomime in the Derngate. This is a specially adapted performance for customers with a wide range of needs and for those on the autistic spectrum. There may be some small changes to the show in terms of lighting and sound but the overall content does not change. There is also a more relaxed atmosphere in the auditorium to reduce anxiety and ensure an enjoyable visit. A visual story, familiarisation meeting and relaxation area are also available for these performances.

Look out for the icons above in our season brochure.

For the full list of upcoming accessible performances at Royal & Derngate and to view short videos about the different types of accessible performances, visit www.royalandderngate.co.uk/access

Accessible Screenings At The Errol Flynn Filmhouse

Our accessible screenings are open to all, but offer an enhanced experience to those who might not be able to attend the cinema otherwise.

Dementia-Friendly Screenings

Our Dementia-Friendly screenings offer people living with dementia the chance to enjoy a classic film in a relaxed and supportive environment. There are no adverts or trailers before the film but our cinema bar is open 45 minutes prior to the film, serving drinks and snacks. Tickets to Dementia-Friendly screenings are the standard price, with one free companion ticket available for those with living with dementia.

Audio Description

Audio description is available on many titles, providing an enhanced soundtrack for those with sight impairment. Whilst the film's main soundtrack plays through the cinema speakers, wireless headphones allow users to listen to a recorded narrator detailing what is happening on screen during gaps in dialogue. On arrival, please ask our filmhouse staff for a headset or induction loop. Please note, audio description is currently available only in Screen 1.

Descriptive Subtitled Screenings

We offer regular screenings with descriptive English language subtitles, providing additional auditory information for the deaf and hard of hearing.

For the full list of upcoming accessible screenings, visit www.errolflynnfilmhouse.com/accessibility

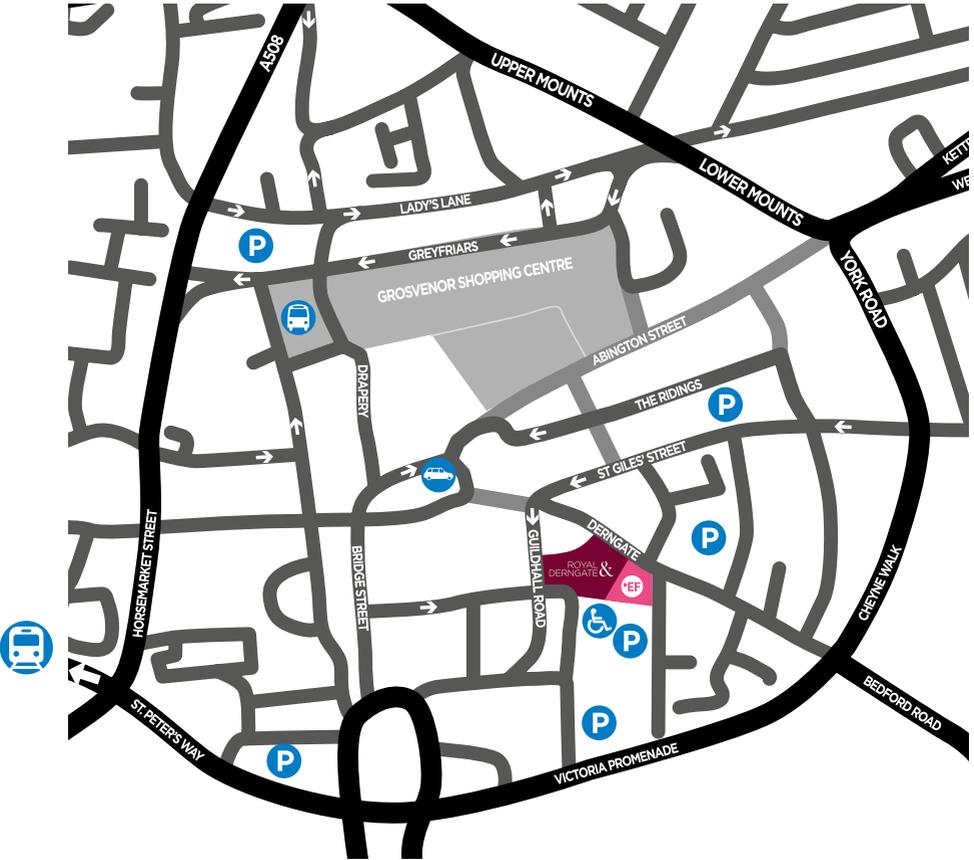


Venue Access Guide

This section includes information about travelling to the venue and what to expect when you arrive.

Venue staff will be on hand should you require any assistance during your visit, but if you would like any specific information about venue accessibility in advance please use the contact details provided at the bottom of each page. All of our performances are wheelchair accessible and assistance dogs are welcome.

How To Find Us



-  Bus Station
-  Car Park
-  Train Station
-  Taxi Rank

Accessible Parking

There are a number of disabled badge holders' parking spaces at the front of Royal & Derrogate in Albion Place car park (NN1 1UD), and disabled badge holders can park free along Derrogate (NN1 1TY) and Guildhall Road (NN1 1DP) in permitted spaces.



Royal Auditorium

-  Level access to all theatre entrances with power assisted doors
-  Lift access to Stalls and Circle levels only
-  There are five wheelchair spaces available, located at the sides of the Stalls and Circle level.
-  Accessible toilets are on levels M and -2.
Radar key toilets are on level M and level -1.
-  Infra-red system in the auditorium; headsets available from Box Office
-  Box Office has a low counter option.
-  Assistance dogs are welcome and can be looked after by venue staff. Please notify Box Office in advance of your visit.



Derngate Auditorium

-  Level access to all theatre entrances with power assisted doors
-  Lift access to Stalls and Circle levels only
-  There are seven wheelchair spaces available, located at the sides of the Stalls and Circle level.
-  Accessible toilets are on levels M and -2.
Radar key toilets are on level M and level -1.
-  Infra-red system in the auditorium, headsets available from Box Office
-  Box Office has a low counter option.
-  Assistance dogs are welcome and can be looked after by venue staff. Please notify Box Office in advance of your visit.



Underground Studio

-  Level access to all theatre entrances with power assisted doors
-  Lift access to Underground Studio, situated on level -1
-  The number and location of wheelchair spaces changes according to the seating layout. Please ask Box Office when booking.
-  Accessible toilets are on levels M and -2.
A radar key, Changing Places toilet is on level -1.
-  Infra-red system in the auditorium; headsets available from Box Office
-  Box Office has a low counter option.
-  Assistance dogs are welcome and can be looked after by venue staff. Please notify Box Office in advance of your visit.



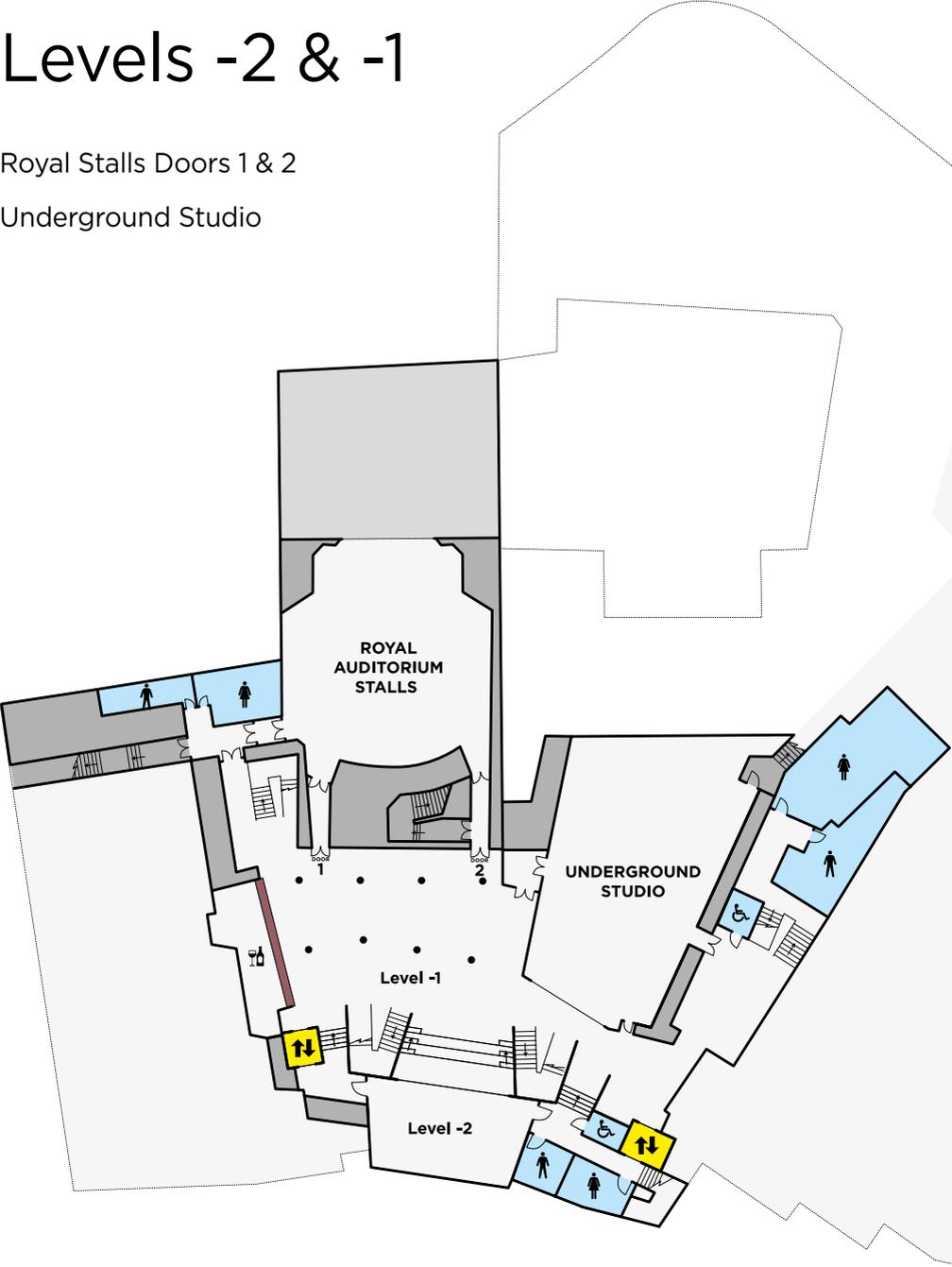
Errol Flynn Filmhouse

-  Level access to both screens with automated doors; level access to toilets, situated in the Royal & Derngate foyer, with power assisted doors
-  There is one wheelchair space on the back row of Screen 1 and Screen 2.
-  Accessible toilets are on level 1 of the Royal & Derngate foyer. A Radar key toilets are on level M and level -1.
-  Infra-red system in the auditorium; headsets available from the Errol Flynn Filmhouse bars
-  Bookings can be made at the Errol Flynn Filmhouse bars or at the Royal & Derngate Box Office, where a low counter option is available (except in Errol Flynn Filmhouse Screen 1 bar).
-  Assistance dogs are welcome and can be looked after by venue staff. Please notify Box Office in advance of your visit.

Levels -2 & -1

Royal Stalls Doors 1 & 2

Underground Studio





Royal Bar



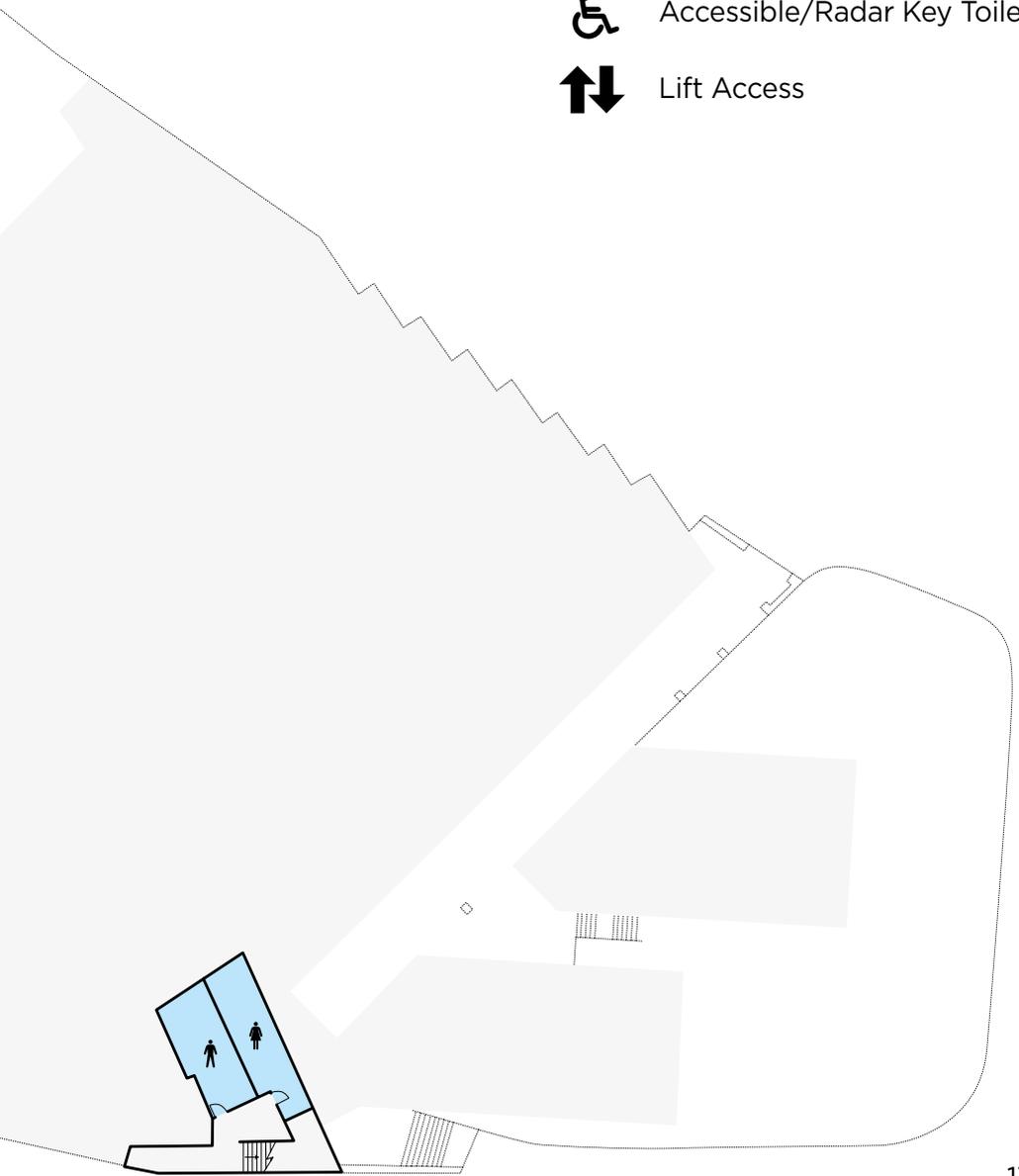
Male & Female Toilets



Accessible/Radar Key Toilets



Lift Access

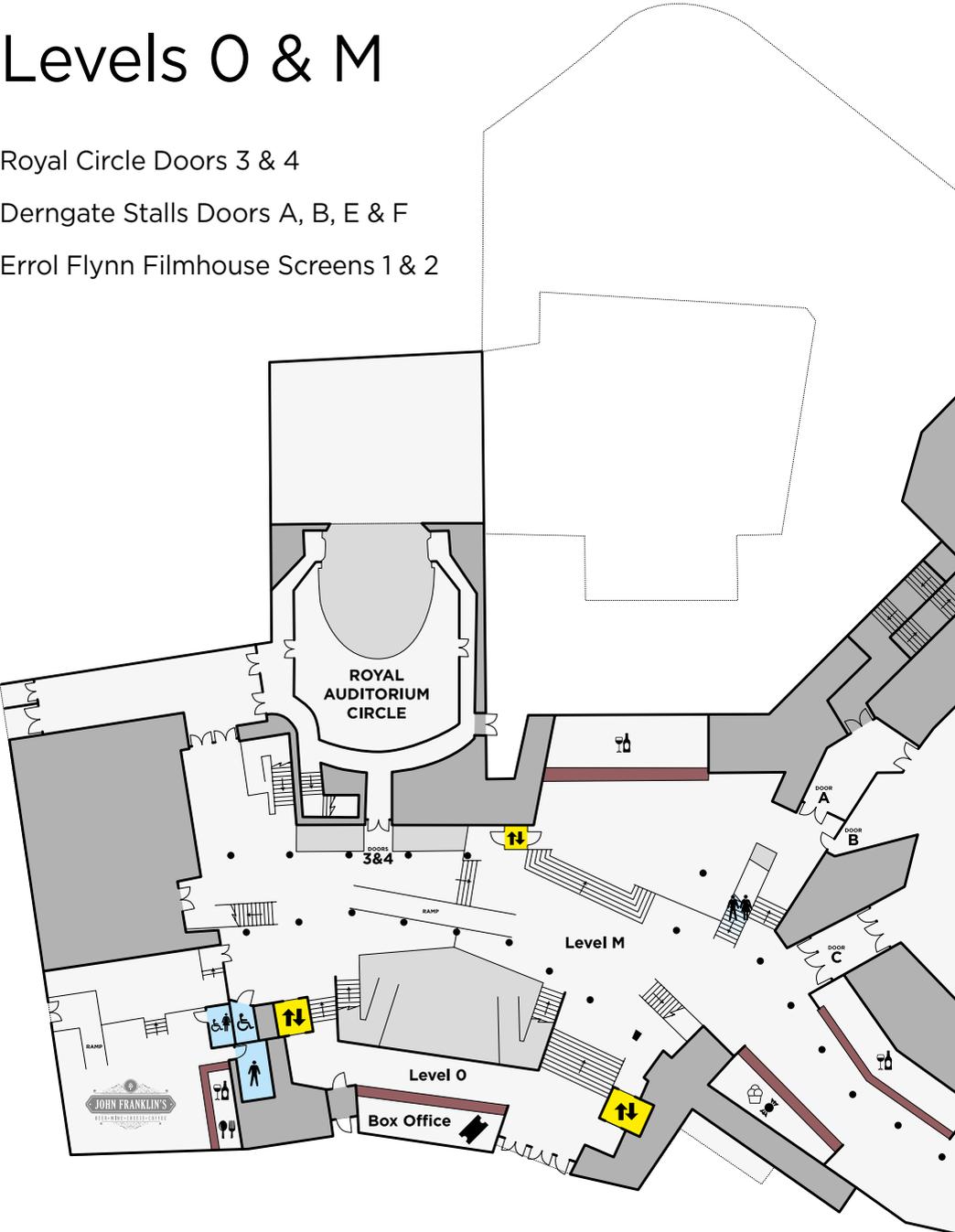


Levels 0 & M

Royal Circle Doors 3 & 4

Derngate Stalls Doors A, B, E & F

Errol Flynn Filmhouse Screens 1 & 2





Box Office



Errol Flynn Filmhouse Bars



John Franklins (level access via Guildhall Road)



Theatre Bars



Theatre Shop



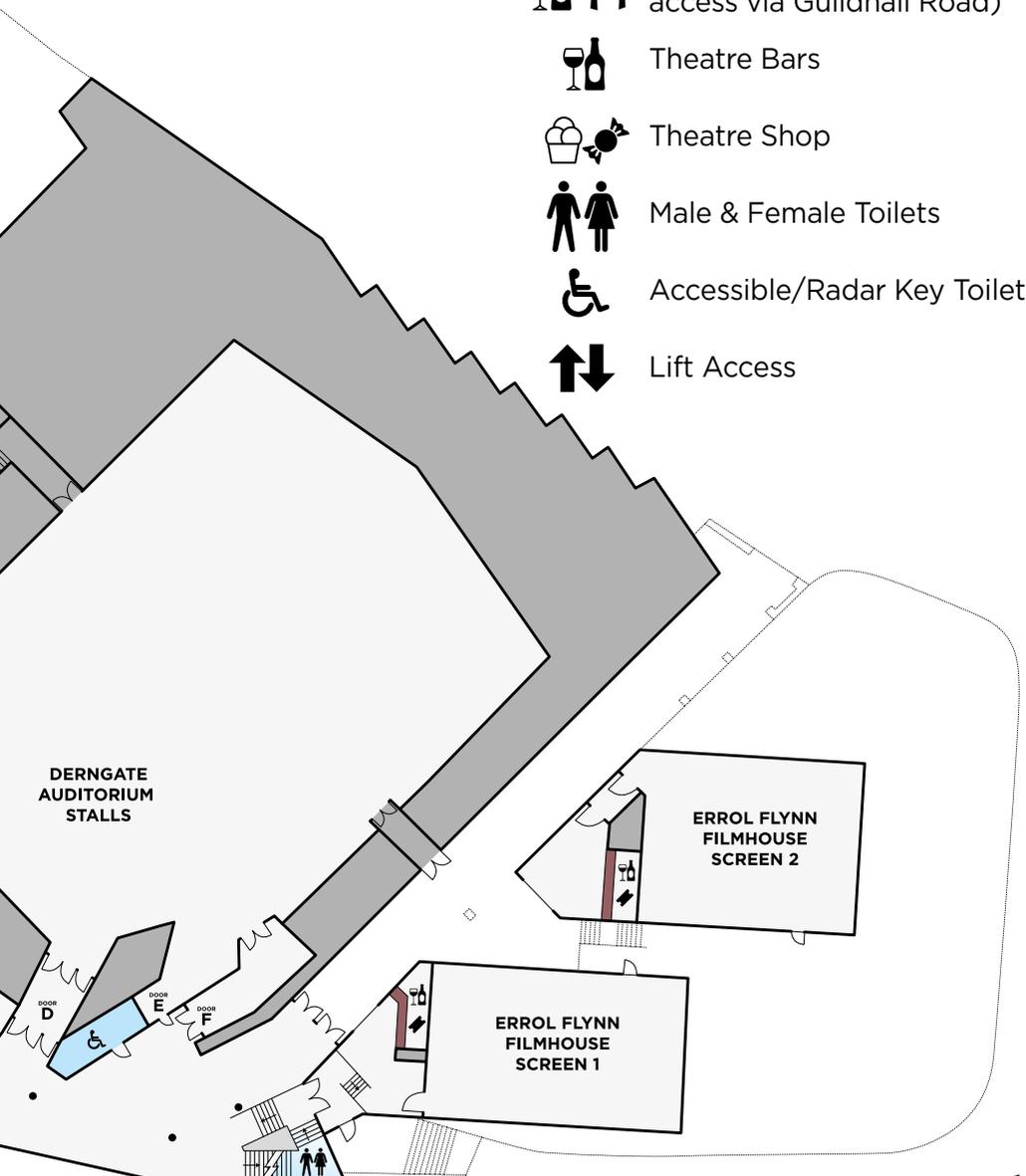
Male & Female Toilets



Accessible/Radar Key Toilets



Lift Access

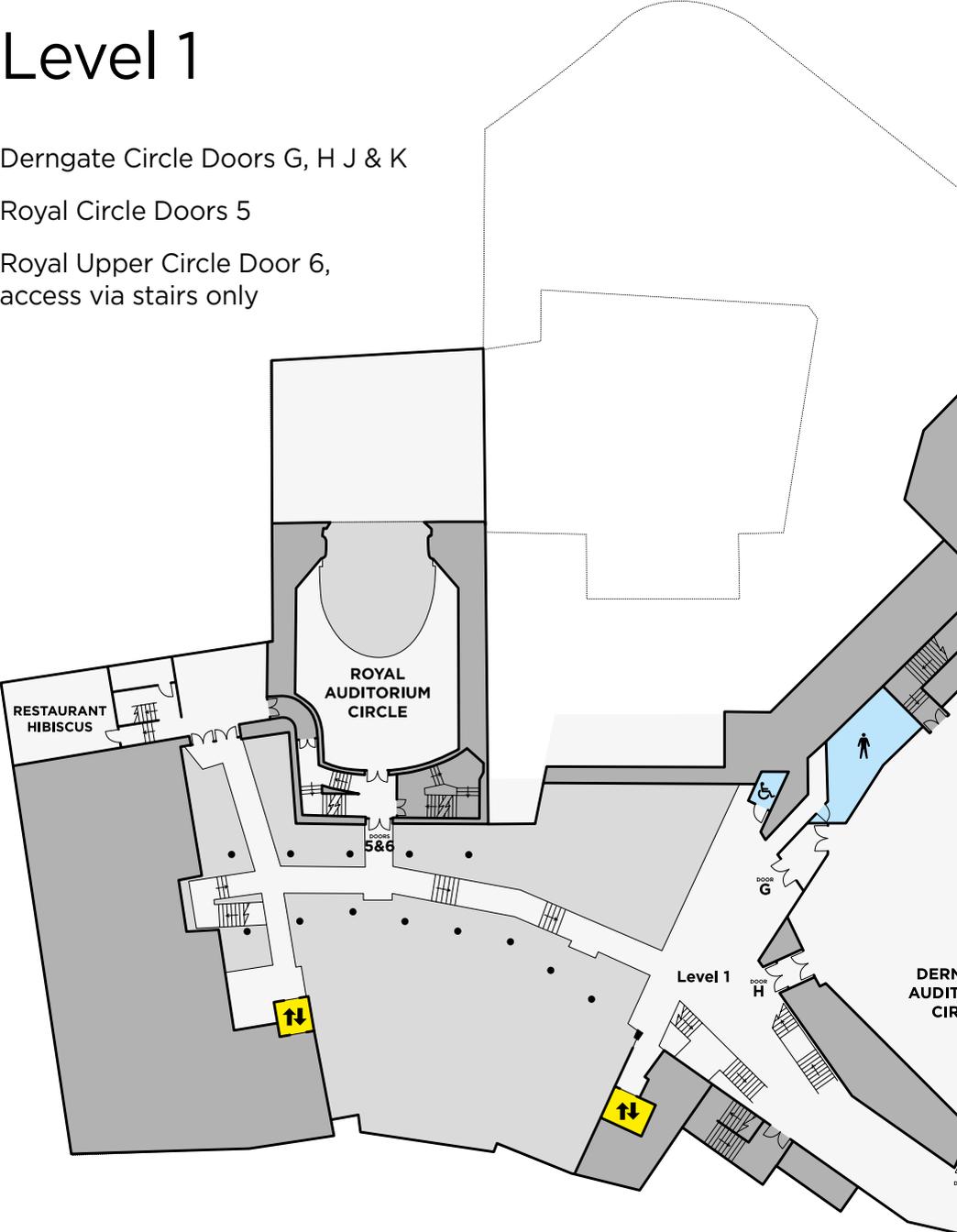


Level 1

Derngate Circle Doors G, H J & K

Royal Circle Doors 5

Royal Upper Circle Door 6,
access via stairs only





Shoemiths Bar



Restaurant Hibiscus



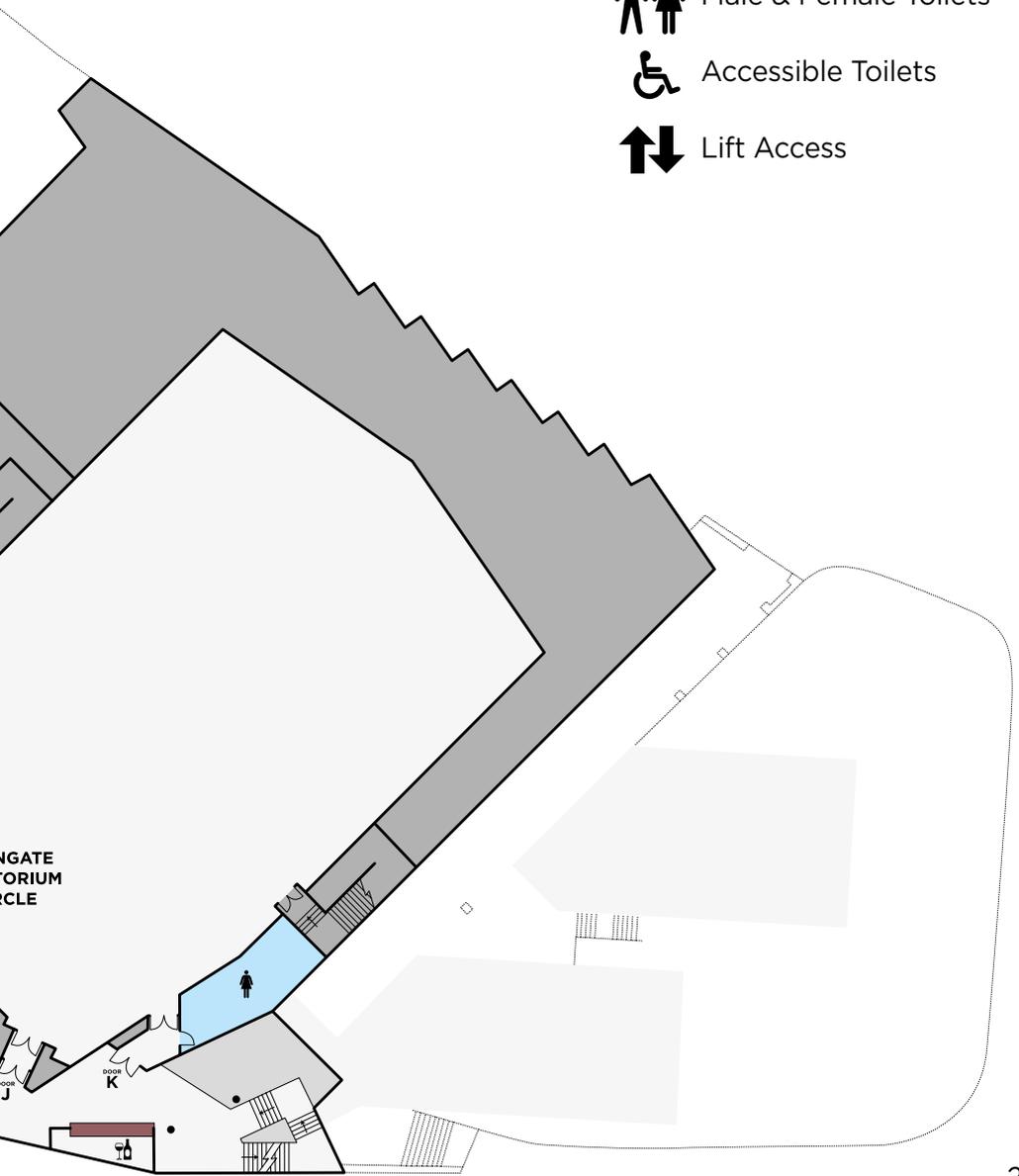
Male & Female Toilets



Accessible Toilets



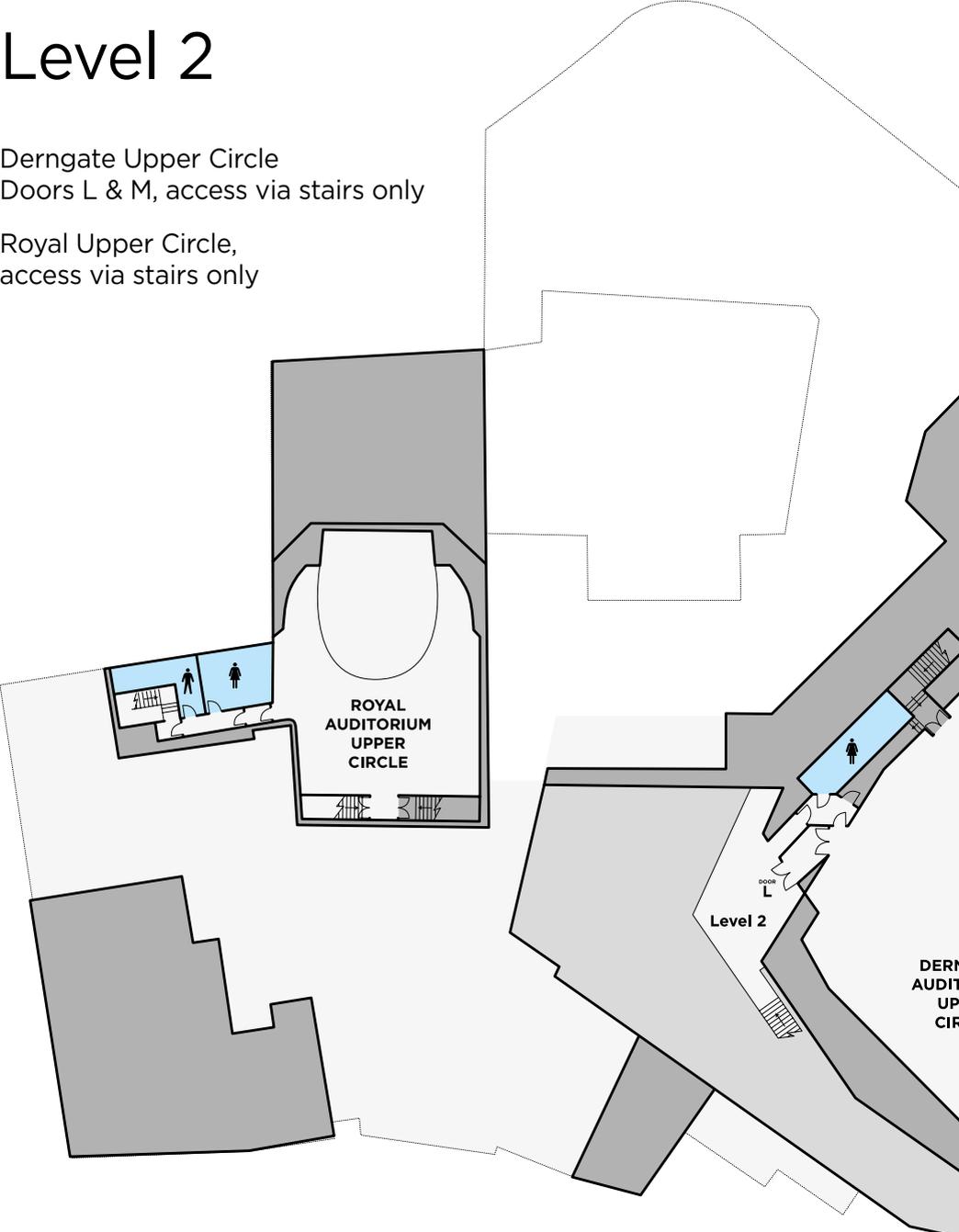
Lift Access



Level 2

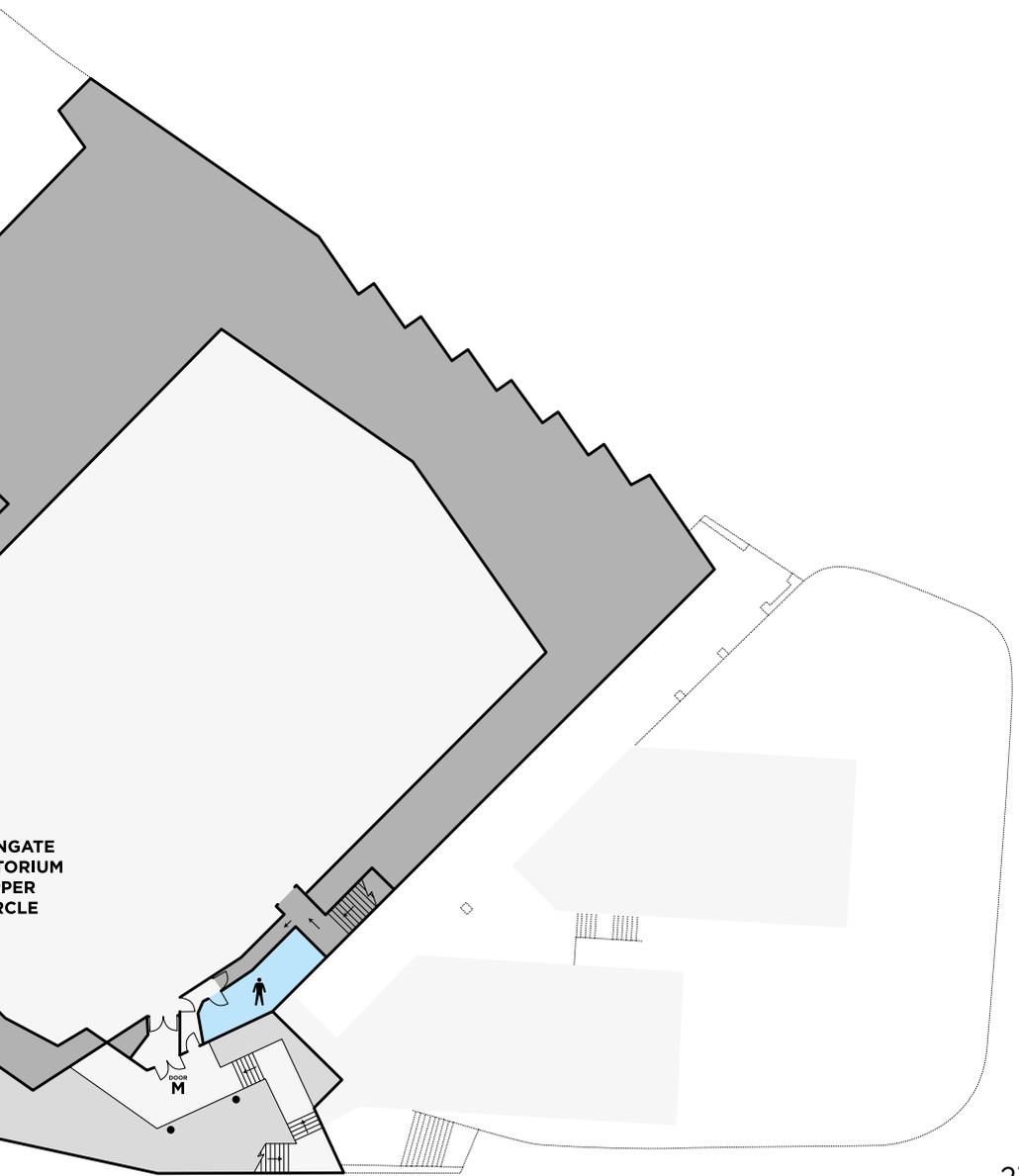
Derngate Upper Circle
Doors L & M, access via stairs only

Royal Upper Circle,
access via stairs only





Male & Female Toilets



Box Office 01604 624811

Email access@royalandderngate.co.uk

Textphone prefix 18001

Website www.royalandderngate.co.uk/access

We would welcome your feedback regarding our access provision at Royal & Derngate and the Errol Flynn Filmhouse. Please contact us through the above channels, or visit www.royalandderngate.co.uk/feedback



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**ARTS COUNCIL
ENGLAND**



**Northamptonshire
County Council**



**Age-Friendly
Standards**
Developed by the Family Arts Campaign



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