

Arriving at the Theatre



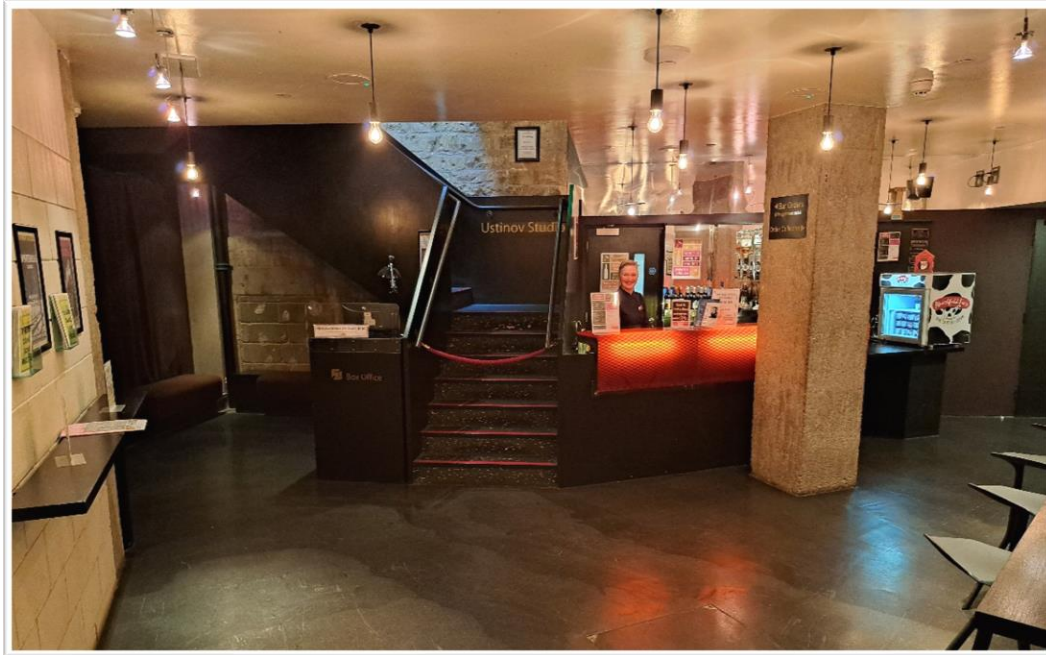
This is what the front of the Ustinov looks like. It is round the back of the Theatre Royal Bath. The entrance is on Monmouth Street. This address will direct you to the nearest drop off point:

Monmouth Street, Bath, BA1 2AN

The front doors will open half an hour before the performance starts.



This is the foyer:



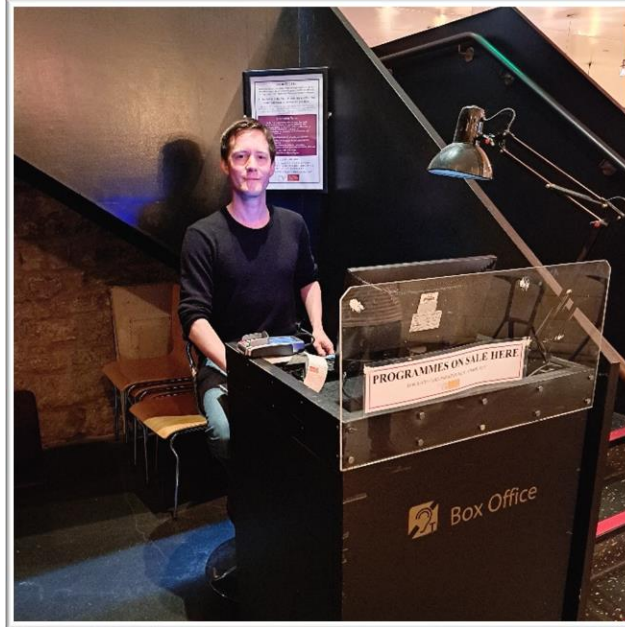
Toilets

You will find male, female and accessible toilets on the left-hand side as you enter the foyer through the front door.

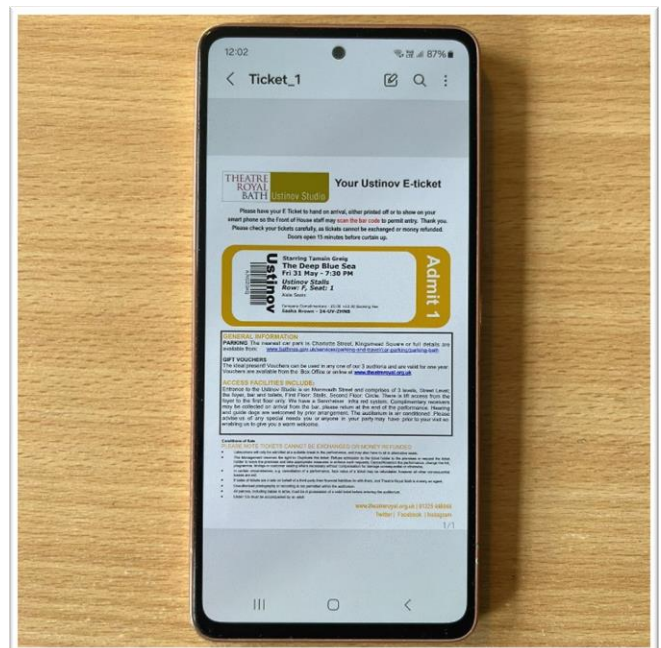
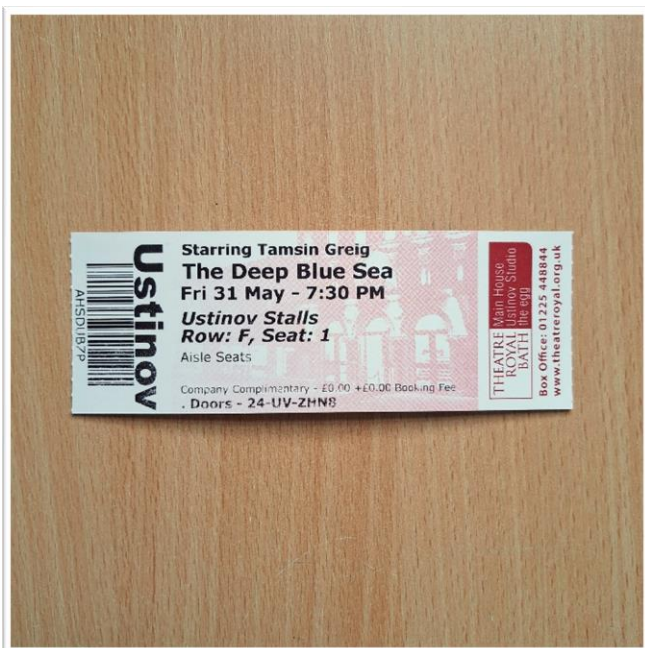


Box Office

If you chose to collect your tickets in person, you can do so at the Box Office, just to the left of the stairs in the foyer. They may ask you for some details such as a name and address to make sure you get the correct tickets.



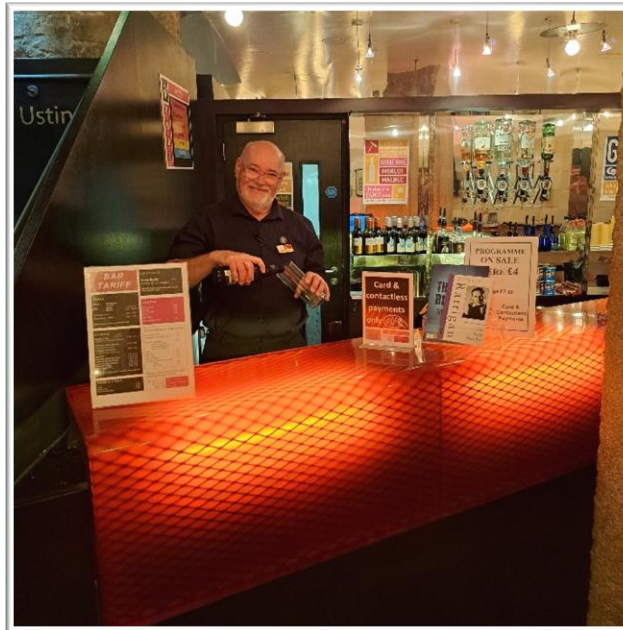
Your tickets will look something like this:



The left is a ticket printed by Box Office, the right is an e-ticket which you can either present on your phone or print at home.

The Bar

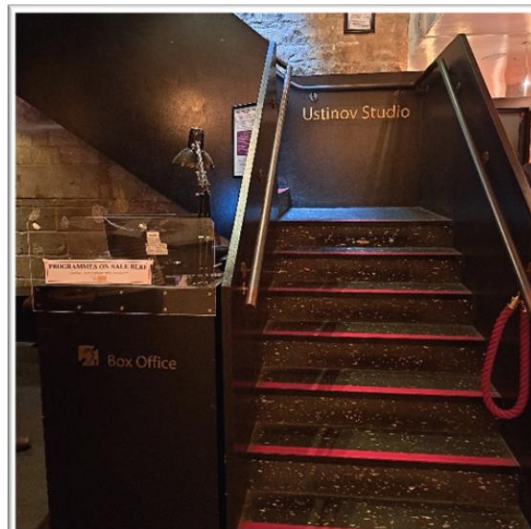
You can buy a drink from the bar in front of you as you enter the foyer.



You can also get one of our Sennheiser hearing devices from the bar. One of the bar staff will be able to talk you through how to use it.

Before the Show

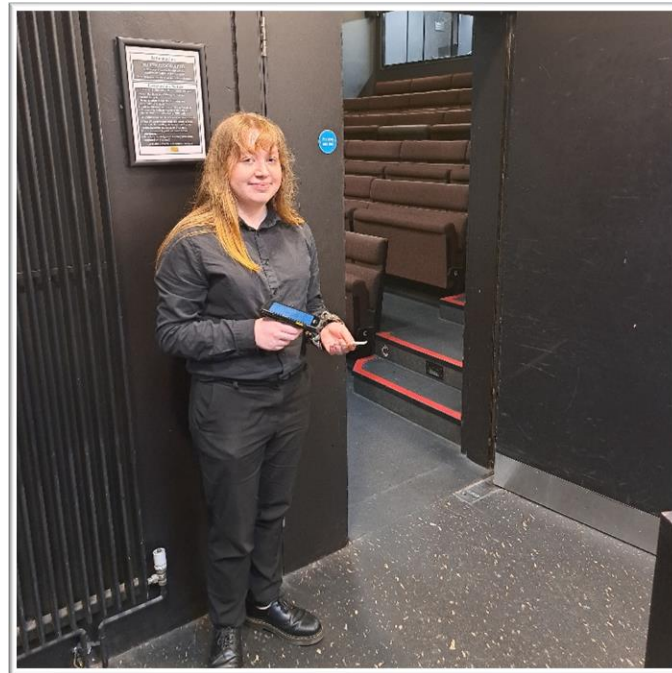
The auditorium will open 15 minutes before the performance begins. The ropes across the stairs and lift will be removed ready for you to head in.



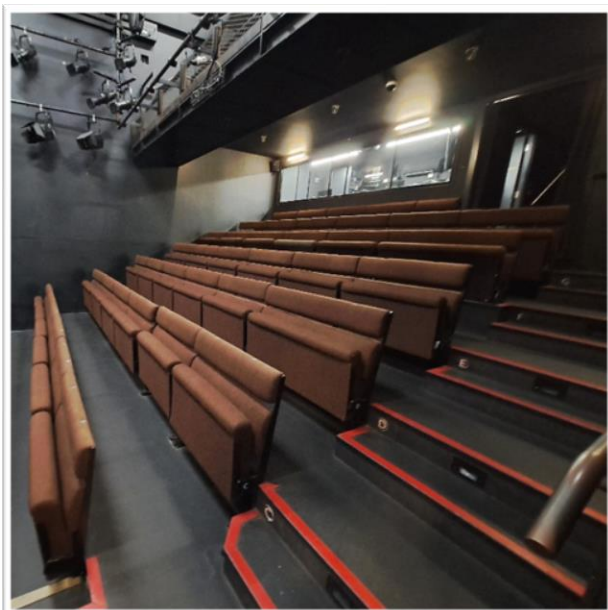
You can either take the lift up to level 1 or walk up the stairs (22 steps) to get to the auditorium.

You may hear a bell or a pre-show announcement 5 minutes before the performance begins to encourage people to take their seats inside the theatre.

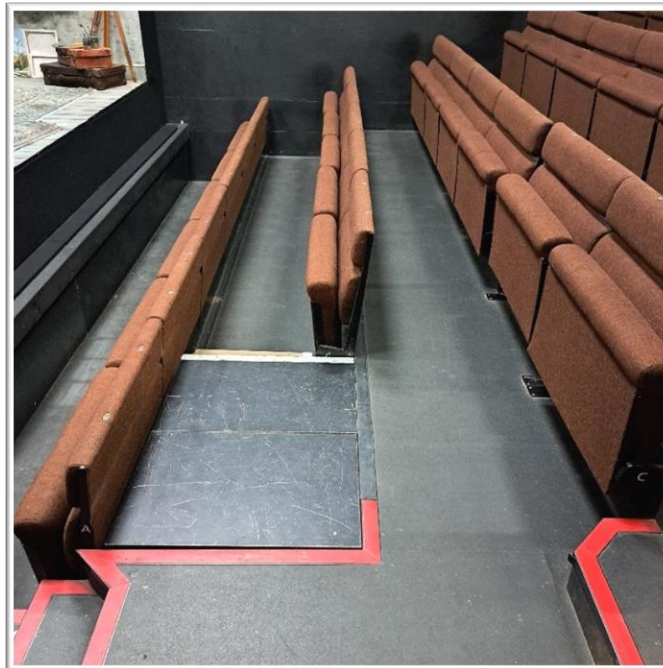
Get your tickets ready, they will be scanned as you enter the auditorium by one of our friendly ushers in black shirts who look like this. The device will beep when your ticket is scanned.



You will enter the theatre in the Stalls. You'll find the stairs to the Circle at the back of the Stalls. There are 27 steps from the Stalls entrance to the Circle.



If you are a non-transferable wheelchair user then there will be a platform provided for your wheelchair to go on as you enter the stalls:



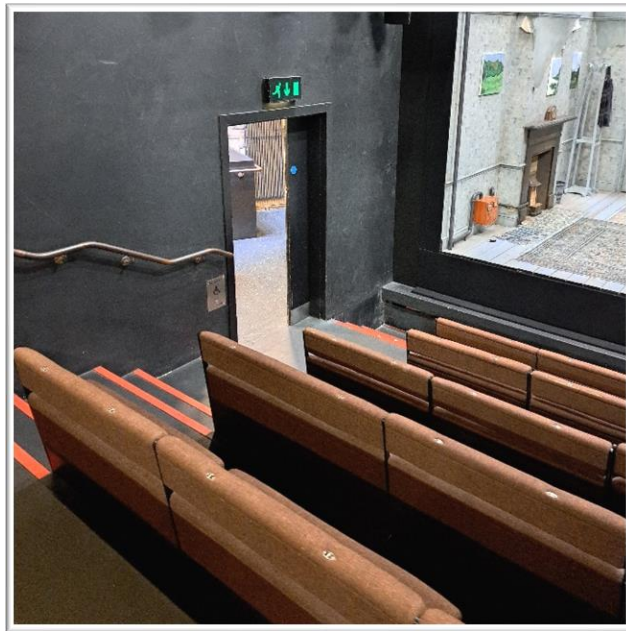
During the Show

At the start of the show, the house lights (the lights in the auditorium) will go down and the doors to the auditorium will close.

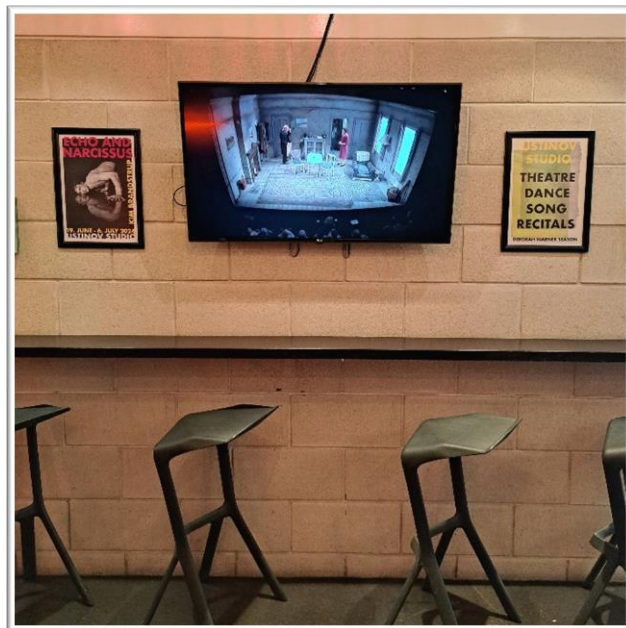
If you wish to use the toilet during the show, we recommend you use the toilets at the back of the auditorium. Go up the stairs as if to go to the circle, then follow the signs to the toilets.



If you need to leave the auditorium then please exit through the same way you entered.



If you leave it is likely you won't be allowed to re-enter until the interval/end of the show, but you can watch the live feed of the show on the screen in the foyer.



The Interval

There may be an interval during the performance. If there is, the house lights will come up and the door will open for people to go to the foyer, use the toilets and grab a drink or snack from the bar.

The interval is usually 15 minutes long.

If you pre-ordered interval drinks, you can collect them from the shelf below the screen in the foyer.



Towards the end of the interval, you may hear an announcement or a bell to encourage the audience to retake their seats for act 2.

After the Show

At the end of the show, the actors will take their bows and the audience will applaud. The house lights will then come up and the door will open for you to exit the same way you came in.

As people start to leave, it can feel busy and queues may form, you're welcome to remain in your seat until the queues disperse.

We hope you enjoy your visit to the Ustinov Studio!

If you have any other questions about your visit, please email Box Office at boxoffice@theatreroyal.org.uk.