

# THEATRE ROYAL BATH

## ACCESS GUIDE

SECTION 1: WHERE TO FIND US

SECTION 2: OPENING TIMES

SECTION 3: ACCESSING THE MAIN HOUSE  
ACCESSING THE USTINOV  
ACCESSING THE EGG

ACCESSING THE 1805

SECTION 4: ACCESS FOR WHEELCHAIR USERS AND DISABLED PATRONS

SECTION 5: INFORMATION FOR PATRONS WITH A SENSORY IMPAIRMENT

SECTION 6: SIGNING UP FOR THE ACCESS REGISTER

SECTION 7: BOOKING INFORMATION

SECTION 8: GROUPS, SCHOOLS AND YOUNG PEOPLE

SECTION 9: EVACUATION OF THE BUILDING

SECTION 10: CONTACTS

# 1. WHERE TO FIND US

The Theatre Royal Bath is located on Sawclose between Barton Street and Monmouth Street in central Bath.

**BA1 1ET**

The Theatre Royal site comprises: The Main House theatre and bars; Ustinov Studio theatre and bar; the egg theatre and café and The Garrick's Head pub.

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## By Train or by Bus

From Bath Spa Railway Station and Bath Bus Station – situated in Dorchester Street – it is a brisk (level) 10 minute walk through the centre of Bath.

Bath Spa Rail Station/ National Rail enquiries: **03457 000125**

[www.nationalrail.co.uk/stations/bth/details.html](http://www.nationalrail.co.uk/stations/bth/details.html)

National Express coaches run from Bath Bus Station. Contact: **0871 781 8181**

[www.nationalexpress.com/en/destinations/bath](http://www.nationalexpress.com/en/destinations/bath)

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## By Car

The main routes into Bath are as follows:

A36 from Bristol

M4 leading to the A4 from London

A367 from Wells

### Parking Your Car

Please check the BANES website for current parking regulations and charges:

[www.bathnes.gov.uk/services/parking-and-travel](http://www.bathnes.gov.uk/services/parking-and-travel)

The nearest car park to the theatre is Charlotte Street car park, off Queen Square, which is a short five minute walk from the theatre. Also nearby is Kingsmead Square car park, accessible from James Street West.

Avon Street multi-storey car park can be found off Corn Street and is approximately a 5-minute walk to the theatre.

There is also a multi-storey car park situated in the Southgate shopping complex which is nearby the train and bus stations, approximately a 10-minute walk to the theatre.

For information on blue/orange badge parking, see:

**SECTION 4: ACCESS FOR WHEELCHAIR USERS AND DISABLED PATRONS**

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## By Taxi

Taxi ranks are situated in Orange Grove behind Bath Abbey and at Bath Spa Station.

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## Dropping Off

Vehicles may drop off passengers for all three venues on Monmouth Street.

There is restricted drop off access to the front of the Main House foyer on Saw Close via Cheap Street.

Please refer to the BANES website for more information on hours of operation, eligibility for vehicle access and access for Blue Badge holders.

<https://beta.bathnes.gov.uk/check-eligibility-and-apply-access-restricted-bath-city-centre-streets>

Additional information can be found on the One Network website below, which details live road works and events taking place, to enable you to best plan your journey.

<https://one.network/>

## 2. BOX OFFICE OPENING TIMES

Monday – Saturday 10am- 6pm by telephone, Counter bookings 10am-start of show

Sundays: 90 minutes prior to the show (closed when there is no performance)

Bank Holidays: 12pm – 6pm by phone and 12pm – start of show for counter bookings

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### Main House

The Main House auditorium and bars open 30 minutes before each performance, where staff will be on hand on each seating level.

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### Ustinov Studio

The Ustinov foyer and bar open 30 minutes before each performance and staff are available during these times.

The Ustinov auditorium is open from 20 minutes before each performance.

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### The egg

The egg is open 9am - 5pm, Monday-Saturday and 1 hour before each evening or Sunday performance.

A receptionist is available at all times during opening hours.

The egg auditorium is open 15 minutes before each performance.

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### The Garrick's Head Public House

Tel: **01225 318368**

For more information on the Garrick's Head, including opening times and menus, please visit:

[www.garricksheadpub.com](http://www.garricksheadpub.com)

## 3. ACCESSING THE THEATRE

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### ACCESSING THE MAIN HOUSE

The Main House auditorium comprises four levels of seating: Stalls, Royal Circle, Dress Circle and Grand Circle.

The entrance for all levels and the Box Office is through the main foyer doors on Sawclose. This includes a ramp-accessed automatic door which can be operated by pressing a button.

There are up to 4 wheelchair spaces in the Main House. These can be booked in advance – for more information, please refer to section 7.

Interval drinks can be ordered at theatre bars. In the Main House: Drinks and confectionary are available to buy during your visit and may be ordered up to 7 days in advance via our pre-order website (powered by Mr Yum) accessible online, please see link below or using a QR code. Only items purchased from the Theatre's Tariff may be consumed in the theatre.

[https://www.mryum.com/eu1/c/theatreroyal?utm\\_source=qr](https://www.mryum.com/eu1/c/theatreroyal?utm_source=qr)

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#### Stalls

##### To access the Stalls level

Via 9 steps down from street level or via a passenger lift situated next to the Box Office in the foyer. Lift Dimensions. Door Opening: **850mm** / Platter: **1250mm** / Maximum Weight: **400kg**. Staff are on hand to assist with the operation of this. Alternatively, the Stalls can be accessed via a ramp at the rear of the building; should you wish to use this entrance, please speak to a member of staff in the foyer on arrival.

##### Toilet Facilities

The auditorium and entrances to Ladies', Gentlemen's and unisex accessible toilets are at Stalls level. Baby-changing facilities are situated in the accessible toilet.

##### Bar

Situated in the historic theatre vaults are the Jeremy Fry bar and the Vaults bar – both accessible via a further 8 steps down.

##### Seating

Low seat numbers are to the left and higher numbers are to the right. Rows A and B are accessible without steps, and row C to O accessible via 1-10 steps.

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### Royal Circle

##### To access the Royal Circle level

Via 6 steps up from street level or via a passenger lift situated next to Box Office. Staff are on hand to assist with the operation of this.

##### Bar

The Royal Circle Bar, just off the foyer, has two entrances: one via a ramp and another via 3 steps up.

##### Toilet Facilities

The toilets for this level are situated inside the auditorium – the Ladies' in aisle 1 to the left has 6 steps up; the Gentlemen's and the unisex accessible toilet in aisle 4 to the right have no steps.

## Seating

Low seat numbers are to the left and higher numbers are to the right. Rows A and B are accessible only through aisles 1 and 4. Rows S and the far ends of row E have no steps. All other rows have between 1 and 4 steps.

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## Dress Circle

### To access the Dress Circle level

Via a total of 36 steps up from street level. There is **no** lift access.

### Bar

The Dress Circle Bar has two entrances.

### Toilet Facilities

The toilets for this level are situated inside the auditorium – Ladies' in aisle 1 to the left has no steps; the Gentlemen's in aisle 4 to the right has 1 step down.

## Seating

Low seat numbers are to the left and higher numbers are to the right. Rows A and B are accessible only through aisles 1 and 4. Row S, which are stools, has no steps. All other rows have between 1 and 9 steps.

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## Grand Circle

### To access the Grand Circle level

Via 54 steps up from street level. There is **no** lift access.

### Bar

The Grand Circle Bar is situated at the top of the steps, to the right as you enter.

### Toilet Facilities

As you approach the Grand Circle, Gentlemen's toilets are situated half way up the stairs on the right. Ladies' toilets are found at the top of the stairs, on the left, once you have reached the Grand Circle.

## Seating

Low seat numbers are to the left and higher numbers are to the right. The rear gallery unreserved bench seats are situated at the back of the auditorium, behind row H. The Grand Circle seating is raked and as such there are steps to each row.

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## Boxes

Entrance to boxes A and B is via the Royal Circle with 3 further steps. Entrance to boxes C and D is via the Dress Circle with 8 further steps.

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## Main House Passenger Lift

Situated next to the Box Office in the foyer, the lift services the Stalls and Royal Circle levels only.

The door will open automatically when the lift is called and should not be forced open or closed.

To operate the lift, press and hold the appropriate button for the duration of the journey.

Royal Circle: **+1** Foyer: **0** Stalls: **-1**

The lift will stop and open automatically once you have reached your destination.

Please note the lift is not sound proof and staff can easily be alerted should there be any problem.

Staff are on hand in the foyer to assist as required.

Our Main House Passenger Lift can fit most wheelchairs, electric or otherwise, and scooters. Lift Dimensions:  
Door Opening: **850mm** / Platter: **1250mm** / Maximum Weight: **400kg**

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## Extra Assistance

The theatre has a house wheelchair which can be pre-booked for assisting patrons to their seats only.

If you require this, please contact the House Manager on **01225 823 436** or email:

[darren.portch-burgess@theatreroyal.org.uk](mailto:darren.portch-burgess@theatreroyal.org.uk)

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## ARRIVING LATE FOR A PERFORMANCE

In the event that you arrive after a performance has started, TRB Front of House teams in all three venues are on hand to welcome you.

All performances operate a policy for late arrivals in order to help prevent disturbances for audiences and performers. There may be a delay in being able to get you to your purchased seats.

In the Main House, a TV monitor screen is provided in the Royal Circle bar where you may watch the show until a member of staff collects you and shows you to the most accessible seats at the appropriate time.

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## ACCESSING THE USTINOV STUDIO

The entrance to the Ustinov Studio is on Monmouth Street.

The venue comprises three levels:

Street level: the foyer, bar and toilets.

First floor: Auditorium, Stalls

Second Floor: Auditorium, Gallery

There is ramp access into the foyer, and staff are on hand at all times to assist with the opening of the foyer doors.

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## Facilities

### Toilet Facilities

All facilities – including an accessible toilet – are situated in the foyer area. A further two toilets can be found downstairs at the rear of the Circle level.

### Bar

Available to buy drinks to take into the auditorium or to pre-order for the interval. Includes a lowered serving area for access for wheelchair users.

### Box Office

Is stationed in the foyer for the purchase or collection of tickets, half an hour before performances or by calling the Main House Box Office on **01225 448844**

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## Auditorium Stalls

Access to the Stalls is via the passenger lift in the foyer or via 22 steps up.

### Access to seating

All seats can be accessed via 1 to 6 steps.

The Stalls level holds 2 wheelchair spaces on the end of row B. An usher is on hand to assist by the entrance during the house-opening period.

Please note there is only one aisle in the stalls seating area and therefore all 8 rows can be accessed from one side only, all the Aisles in the stalls are numbered 1.

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## Auditorium Gallery

There is no lift access to the gallery

Accessed via a total of 47 steps from street level or 27 steps if using the passenger lift to Stalls level.

### Access to seating

All three rows of seating require a further step up or down. Seating in this area can be accessed from either end of the rows.

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## ARRIVING LATE FOR A PERFORMANCE

In the event that you arrive after a performance has started, TRB Front of House teams in all three venues are on hand to welcome you.

All performances operate a policy for late arrivals in order to help prevent disturbances for audiences and performers. There may be a delay in being able to get you to your purchased seats.

In the Ustinov Studio, a TV monitor screen is provided in the foyer. Please note the Ustinov Studio is a particularly intimate performance space. Therefore, latecomers cannot be accommodated in the stalls and will instead be guided by front of house staff via 42 steps up to the rear of the upper level only, at the appropriate time.

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## ACCESSING THE EGG

The egg theatre entrance is in St John's Place.

The egg reception and the egg café has flat access at street level and a push-button door for automatic opening.

All levels and facilities are accessible by passenger lift.

### Toilet Facilities

All are situated on the basement level, accessible either by lift or 17 steps down, including an accessible toilet and baby-changing facilities.

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## The egg café

Available on the ground floor foyer level, open to the general public as well as for those watching performances. You can contact the egg café via the egg reception on **01225 823409**.



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## egg reception

Staffed at all times when the building is open; reception situated immediately inside on the left of the egg entrance. Here, tickets can be purchased or collected and bookings can be made for all egg and education events. You can also contact the egg reception on **01225 823409**.

Available on the ground floor foyer level, open to the general public as well as for those watching performances.

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## Auditorium Stalls

### Access to the Stalls

This level is accessed via use of lift or 17 steps up.

### Access to seating

All seats are now reserved, including wheelchair spaces, of which there are 8 available; 4 on each side of the Stalls level.

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## Auditorium Balcony

### Access to the Balcony

This level is accessed via use of lift or 32 steps up.

### Access to seating

All seats are now reserved. There are no wheelchair spaces on this level.

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## Roper Room

This space is used for rehearsals, workshops, meetings and performances.

### Access

Via use of lift or 61 steps up.

In the egg, latecomers will be guided by front of house staff into the auditorium at an appropriate point in the performance.

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## ACCESSING THE 1805 ROOMS

The 1805 entrance is situated in St John's Place, alongside the Garricks Head and is open for members only, 1 hour before the start of the show in the main house. Once through the outer door on pavement level there is a further door which is accessed via the members code or by using the buzzer to the left of the door to contact Stage door who will allow you access if authorised. Once through the second door there are 2 flights of 10 stairs which take you up to the 1805 landing. Once on this level you can enter both the Meddings Room and The Snug. There are a further 5 stairs which take you up to the bar area and The Boardroom.

All rooms have a variety of chairs ranging from high winged back arm chairs, sumptuous tub chairs and pouffes.

There is also access from the 1805 Rooms down a flight of 6 stairs which takes you to the Royal Circle level.

## **Toilet Facilities**

There is a gender neutral toilet situated on the left hand side of the 1805 landing and situated to the right of the 1805 bar.

There is no lift access to the 1805 Rooms.

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## **Private Hire of 1805 Rooms**

Please note the 1805 Rooms are available for private hire by contacting: [Lydia.mccotter@theatreroyal.org.uk](mailto:Lydia.mccotter@theatreroyal.org.uk)

Please see the following links for photos of the 1805 Rooms

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<https://theta360.com/s/qTZOYxRmEkQiWi1WridD9jCV6>

<https://theta360.com/s/iQS2Cre5uAy67Oy6p2nsMedDU>

## 4. ACCESS FOR WHEELCHAIR USERS AND DISABLED PATRONS

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### PARKING FOR ORANGE/BLUE BADGE HOLDERS:

You will find limited on-street designated parking spaces near the Theatre Royal and the Guildhall. Please check the council website for details: [www.bathnes.gov.uk/services/parking-and-travel](http://www.bathnes.gov.uk/services/parking-and-travel)

Further information for Blue Badge holders can be found at: [www.bathnes.gov.uk/node/25731](http://www.bathnes.gov.uk/node/25731)

The city also operates a Park and Ride scheme, which services the city centre from Lansdown, Odd Down and Newbridge. All drop-off and collection points are within walking distance to the Theatre Royal. [www.visitbath.co.uk/travel-and-maps/bath-park-and-ride](http://www.visitbath.co.uk/travel-and-maps/bath-park-and-ride)

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## MAIN HOUSE

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### Access

The entrance for all levels and the Box Office is via a ramp-accessed automatic door (operated by a push-button) at the main entrance on Sawclose.

There are up to 4 wheelchair spaces in the Main House that can be booked in advance via Box Office on 01225 448844. Please note there will be an additional cost for all patrons who wish to transfer to a theatre seat.

Wheelchair spaces are located on the Stalls and Royal Circle levels.

Maximum Wheelchair Sizes are: **850mm x 1250mm** for Royal Circle D Row, **850mm x 850mm** for Royal Circle S Row, No Restrictions for Stalls via Beaufort Square Ramp.

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### Using the Main House passenger lift:

Situated through the archway next to the Box Office in the foyer.

The lift services the Stalls and Royal Circle levels only.

The door will open automatically when the lift is called and should not be forced open or closed.

To operate the lift, press and hold the appropriate button for the duration of the journey.

Royal Circle: **+1** Foyer: **0** Stalls: **-1**

The lift will stop and open automatically once you have reached your destination.

Please note the lift is not sound proof and staff can easily be alerted should there be any problem.

Staff are on hand in the foyer to assist as required.

Lift Dimensions. Door Opening: **850mm** / Platter: **1250mm** / Maximum Weight: **400kg**

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## Bars

The theatre's accessible bar is situated on the Royal Circle. Access is via the foyer lift and a short ramp. Drinks may be purchased to consume in the auditorium or at the tables and shelves provided. At Stalls level, tables outside the auditorium are available for use.

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## Toilet Facilities

Accessible toilets are situated on both the Stalls and Royal Circle levels. Front of House staff are on hand to direct you. All accessible toilets are fitted with alarm cords. Maximum Width 750mm.

**Toilet guidance:** In addition to the above information

1. Patron's should be made aware that the turning circle to get in and out of the Royal Circle accessible toilet is very narrow at 95cm wide.
  2. The Royal Circle Toilet entrance door way is 83cm wide. The usable / clear floor area is 140cm x 225cm, toilet height at 46.5cm.
  3. The Ustinov Toilet entrance door is 80cm wide. The usable / clear floor area is 110cmx140cm, toilet height at 50cm.
  4. The MH Stalls Toilet entrance door is 85cm wide. The usable / clear floor area is 155cmx1Metre, toilet height at 43cm, with an additional seat available to 50cm.
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## Emergency Evacuation

For information regarding emergency evacuation procedures, please refer to section 9.

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# USTINOV STUDIO

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## Access

The entrance to the Ustinov Studio is on Monmouth Street.

The foyer and bar are at street level and the auditorium seating is upstairs.

There is ramp access into the foyer and bar area and staff are on hand at all times to assist with the opening of the foyer doors.

There are up to 2 wheelchair spaces available at Stalls level, which can be booked in advance from Box Office on **01225 448844**.

Access to this is via a passenger lift from the foyer. Staff are on hand in the foyer to assist as required.

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## Facilities

The Ustinov bar includes a lowered serving point. Drinks can be purchased to consume inside the auditorium. The Ustinov Toilet entrance door is 80cm wide. The usable / clear floor area is 110cmx140cm, toilet height at 50cm.

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## Emergency Evacuation

For information regarding emergency evacuation procedures, please refer to section 9.

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## THE EGG

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### Access

The egg theatre entrance is situated in St John's Place, a pedestrianised walkway that links all three venues.

The main door has flat access and a push-button for automatic opening.

There are up to 8 wheelchair spaces available – 4 on each side of the auditorium. These can be booked in advance by phoning the egg reception on **01225 823409**.

A passenger lift accesses all areas of the egg.

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### Facilities

The egg café is at street level and open to the general public as well as those watching performances.

The accessible toilet facility is situated at basement level. All accessible toilets are fitted with alarm cords.

## 5. INFORMATION FOR PATRONS WITH A SENSORY IMPAIRMENT

### Infra-red Hearing Enhancement

The theatre uses the Sennheiser infra-red system across its three auditoria.

There are two types of hearing device available to patrons. These are all free of charge.

Patrons can only access assisted hearing at this theatre by using one of the following devices:

Necklace: To use with your own hearing aid with a 'T' setting (available in the Main House and Ustinov Studio.)

Headset: To use without your own hearing aid (available in the Main House, Ustinov Studio and the egg.)

Available from every open bar and from the egg reception. Please ask a member of staff to provide you with the equipment and instructions for use.

If you require the Sennheiser system in the egg theatre please inform the egg on **01225 823409** or via email on [egg.reception@theatroyal.org.uk](mailto:egg.reception@theatroyal.org.uk) prior to the performance date.

THE THEATRE DOES NOT HAVE AN INDUCTION LOOP SYSTEM.

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### Captioned Performances

Occasional captioned performances are provided for Main House performances. Details for these can be obtained via our website [www.theatroyal.org.uk](http://www.theatroyal.org.uk) or from the Box Office on **01225 448844**.

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### Sign Interpreted Performances

Occasional sign interpreted performances are provided in all three venues. Details can be obtained by calling the Box Office on **01225 448844** or **01225 823409** for the egg or via our website [www.theatroyal.org.uk](http://www.theatroyal.org.uk). Please note: bookings for these must be made at least two weeks in advance.

Signed performances in the egg are also available on request. Please email: [lindsay.baker@theatroyal.org.uk](mailto:lindsay.baker@theatroyal.org.uk)

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### Described Performances

Audio-description is a live commentary describing the set, costumes, characters and action during the course of a performance. Details for described performances in Main House can be obtained via our website [www.theatroyal.org.uk](http://www.theatroyal.org.uk) or by calling the Box Office on **01225 448844**.

We recommend you arrive 30 minutes beforehand to allow time to collect your headset – available from all open bars – locate your seat and listen to the programme notes.

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### Relaxed Performances

A relaxed performance is where the ambience of the auditorium and theatre rules are relaxed, including heightened lighting when you sit in the auditorium. These performances are ideal for people with learning difficulties or autism, or anyone who would benefit from a more relaxed environment. Details for relaxed performances can be obtained from the website, [www.theatroyal.org.uk](http://www.theatroyal.org.uk), or from the Box Office on 01225 448844 for the Main House performances, or from the egg reception on 01225 832409 for the egg theatre.

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## Assistance Dogs

Assistance dogs only are permitted inside the auditorium.

We appreciate advance notice – please contact the following for each venue:

Main House and Ustinov House Manager: **01225 823436**

the egg Reception: **01225 823 409** or Box Office: **01225 448844**

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## Touch Tours

Touch Tours may be available for patrons who have a sensory impairment. To find out if this is possible for the performance you wish to see, please contact [engage@theatreroyal.org.uk](mailto:engage@theatreroyal.org.uk)

### Further Information

Large print and Braille seating plans and audio-brochures are available on request. Please contact Box Office on **01225 448844**

## 6. SIGNING UP FOR THE ACCESS REGISTER

The Theatre Royal Bath offers concession tickets for disabled patrons for performances at all three of our auditoria. If you, or someone for whom you are booking tickets, qualify for the concession rate, you will need to sign-up to the Access List in order to make bookings at this rate.

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### Signing Up

Please download a form and complete, sign and return it to us at the Freepost address provided on the form, or email: [boxoffice@theatreroyal.org.uk](mailto:boxoffice@theatreroyal.org.uk)

ACCESS LIST FORM - PDF Version



ACCESS  
REGISTRATION 2022

ACCESS LIST FORM - Word Version



Access\_List\_Application\_Form (2).doc



## 7. BOOKING INFORMATION

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### Booking tickets for all three venues

Please visit our Box Office in the Main House foyer or the egg reception desk. Please note all venues are now cashless. Alternatively, you may book by telephone or online: <https://www.theatroyal.org.uk/whats-on/>

All ticket enquiries: **01225 448844**

egg ticket enquiries: **01225 823409**

[www.theatroyal.org.uk](http://www.theatroyal.org.uk)

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### Collecting Tickets

For most bookings you can choose E tickets which will be emailed to you to show on your phone or print out at home. For bookings made within a week of the scheduled performance or preference specified over the phone, tickets can be collected from the following locations.

#### Main House

All tickets can be collected from the Box Office in the Main House foyer. Please allow plenty of time as queues can sometimes be long.

#### The egg

Bookings for the egg can be collected during opening hours from the egg reception desk or the Main House foyer Box Office.

#### Ustinov Studio

Bookings for the Ustinov Studio can be collected from Main House Box Office up to 30 minutes prior to the show. After this time they can be collected directly from the Ustinov foyer Box Office.

Please note a booking fee will apply to all transactions, whether made in person at our Box Office, by post or by phone, for all payment types. For further information, please visit:

<https://www.theatroyal.org.uk/your-visit/box-office/your-booking/>

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### Discounts

For a full list of discount options, please contact the main Box Office on 01225 448844 or visit:

<https://www.theatroyal.org.uk/your-visit/box-office/discounts-subscription-scheme/>

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### Terms and Conditions

Please check your tickets at the time of booking as mistakes cannot be rectified at a later date.

Tickets may not be exchanged or money refunded.

The management reserves the right to:

Refuse admission of the ticket holder to the premises and require any ticket holder to leave the premises.

Refuse entry and use of any audio or visual equipment.

Insist that all mobile phones, devices and pagers are turned off during a performance.

Change or cancel any performance without prior notice and without being liable to pay any person any compensation or damage whatsoever.

Delay entry of latecomers until a suitable break in the performance.

Reseat patrons to alternative seats without prior notice and without being liable to pay any person any compensation whatsoever.

Charge the ticket holder for repairs or cleaning of the building caused by a direct result of their actions.

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## **Further Information**

To ensure that all audience members enjoy the live performance, please kindly make the following considerations:

Photography and recording of performances is not allowed inside any of the auditoria.

Please ensure that mobile phones, MP3 players and other electronic equipment are switched off for the duration of the performance.

Disturbances and noise, however small, can cause distraction to those on stage and in the audience.

Food is not allowed to be consumed within the Auditorium.

Front of House staff are on hand from before a performance to assist as required.

All three auditoria are equipped with air-conditioning systems.

## 8. GROUPS, SCHOOLS AND YOUNG PEOPLE

A guide for teachers, students and groups visiting the Theatre Royal Bath can be obtained from Main House and Ustinov Studio Box Office on **01225 448844**, the egg on **01225 832409**, or via email at [schools@theatreroyal.org.uk](mailto:schools@theatreroyal.org.uk)

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### GROUPS AND SCHOOLS: PREPARING FOR YOUR VISIT

To find out running times for the performance you have booked for, please call the venue on **01225 448844** a week prior to your visit or check our website [www.theatreroyal.org.uk](http://www.theatreroyal.org.uk).

We recommend that your group includes a minimum of 1 teacher or accompanying adult for every 9 group members and that they sit amongst the group during the performance.

Please visit SECTION 7: **BOOKING INFORMATION**, for terms and conditions.

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#### Risk Assessment

Before your group visit, your organisation may wish to conduct its own risk assessment. While the Theatre cannot write a risk assessment for you, we can help with information you may feel is relevant.

For support in writing risk assessments for your visit, please email: [schools@theatreroyal.org.uk](mailto:schools@theatreroyal.org.uk)

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#### Pre-ordering

##### Ice Cream and Confectionery Orders:

In the Main House: Drinks and confectionary are available to buy during your visit and may be ordered in advance via our pre-order website (powered by Mr Yum) accessible online, using the link below or using a QR code. Only items purchased from the Theatre's Tariff may be consumed in the theatre.

[https://www.mryum.com/eu1/c/theatreroyal1?utm\\_source=qr](https://www.mryum.com/eu1/c/theatreroyal1?utm_source=qr)

For information specific to refreshments at the egg, please call **01225 823409**.

##### Interval Drinks:

It is recommended that large groups who wish to have drinks in the interval, order before the performance begins. Orders can be placed on arrival in all Main House and Ustinov Studio bars and in the egg café. In the Main House orders can be ordered via the link above to our pre-order website, or by using a QR code. Please note all Bars and sales points are cashless.

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### DURING YOUR VISIT

To ensure that all audience members enjoy the live performance, please kindly make the following considerations:

Photography and recording of performances is not allowed inside any of the auditoria.

Please ensure that mobile phones, MP3 players and other electronic equipment are switched off for the duration of the performance.

Disturbances and noise, however small, can cause distraction to those on stage and in the audience.

Front of House staff are on hand from 30 mins before a performance to assist as required.

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## YOUNG PEOPLE

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### Breastfeeding

TRB is committed to providing a supportive, safe environment for mothers to breastfeed their children with confidence when attending children's or family performances.

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### Baby-Changing Facilities

In the Main House, a facility is situated in the accessible toilet on the Stalls level, adjacent to the Ladies toilets.

In the egg, a facility is situated on the basement level in the accessible toilet.

If visiting the Ustinov Studio, please use the egg facility. A member of staff will be on hand to direct you.

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### Age Guidelines and Restrictions

Age guidance for all egg shows can be obtained from the egg reception, the egg brochure and the website: <https://www.theatreroyal.org.uk/whats-on/?ven=11>

Age restrictions for Main House and Ustinov Studio performances may apply - please contact Box Office for further clarification or check website. Children under the age of 12 are not allowed unaccompanied into the Main House, Ustinov Studio or the egg.

Children under the age of 5 will not be admitted unless it is a specific children's or family show.

Where appropriate, children aged 2 and under are permitted to have a lap seat at a reduced cost.

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### Further Information

A sound proof viewing gallery can be found in the egg theatre for children who are experiencing difficulty during an egg theatre performance. The Main House has a TV monitor in the Royal Circle bar on which the Main House performances can be viewed.

If visiting the Main House, the Ustinov Studio or the egg theatre, please ask a member of staff to help you find an appropriate space for storage of pushchairs.

## 9. EVACUATION OF THE BUILDING

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The theatre has extensive fire protection equipment, detection systems and procedures in place. Staff are trained and drills are held regularly across all three auditoria.

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### MAIN HOUSE

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#### Emergency Evacuation

In the event of an evacuation, please leave the building via the nearest exit unless instructed otherwise by a member of staff. Go to and remain in the assembly point on Sawclose, opposite the main foyer entrance and await further instruction by theatre staff.

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#### Evacuation for Wheelchair Users

In the event of an emergency evacuation, a member of staff will assist wheelchair users to a designated refuge point and then from the building. Trained members of staff are also on hand to assist patrons in vacating the building by using the Evac-Chair.

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### USTINOV STUDIO

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#### Emergency Evacuation

In the event of an emergency evacuation, please leave the building via the nearest exit unless instructed otherwise by a member of staff. Go to and remain in the assembly point in Kingsmead Square and await further instruction by theatre staff.

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#### Evacuation for Wheelchair Users

In the event of an emergency evacuation, a member of staff will direct wheelchair users to a designated refuge point, where they will have access to an intercom system. Staff will then continue to assist patrons out of the building to the assembly point.

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### THE EGG

In the event of an emergency evacuation, please evacuate the building via the nearest exit unless instructed otherwise by a member of staff. Go to and remain in the assembly point in Kingsmead Square and await further instruction by theatre staff.

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## **Evacuation for Wheelchair Users**

In the event of an emergency evacuation, a member of staff will direct wheelchair users to a designated refuge point where they will have access to an intercom system. Staff will then continue to assist patrons out of the building to the assembly point.

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## **P.E.E.P.S**

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### **Personal Emergency Evacuation Procedure System**

The Theatre operates a P.E.E.P system whereby, if you have any mobility concerns, staff can assist you in an emergency evacuation

On arrival please inform a member of staff of your particular needs. The staff will then advise you whether, in the instance of an emergency evacuation, you should remain in your seat or be assisted by a member of staff to a refuge point. Once all ambulant patrons have cleared the building, a member of staff will assist you out of the building and to the assembly point.

## 10. CONTACTS

[www.theatreroyal.org.uk](http://www.theatreroyal.org.uk)

**Access Manager:** Sasha Brown email: [sasha.brown@theatreroyal.org.uk](mailto:sasha.brown@theatreroyal.org.uk) or call **01225 823470**

For further information on access, blue and orange badge holders, described, sign-interpreted and captioned performances, please check our website [www.theatreroyal.org.uk](http://www.theatreroyal.org.uk) or contact the Box Office on: **01225 448844** or email: [boxoffice@theatreroyal.org.uk](mailto:boxoffice@theatreroyal.org.uk)

For general enquiries regarding Main House or the Ustinov Studio, please contact the House Manager on: **01225 823436** or email: [darren.portch-burgess@theatreroyal.org.uk](mailto:darren.portch-burgess@theatreroyal.org.uk)

For general enquiries regarding the egg, please contact the Egg Manager or the egg reception on: **01225 823409** or email: [egg.reception@theatreroyal.org.uk](mailto:egg.reception@theatreroyal.org.uk)

For further information on backstage tours, post-show discussions and all Engage events please email: [engage@theatreroyal.org.uk](mailto:engage@theatreroyal.org.uk)

For ticket Enquiries please contact the Box Office via [boxoffice@theatreroyal.org.uk](mailto:boxoffice@theatreroyal.org.uk) or by phone on: **01225 448844**

If you are concerned with the suitability of content, or potential triggers, within a production please contact the Box Office on [boxoffice@theatre.org.uk](mailto:boxoffice@theatre.org.uk), or on :**01225 448844**

To speak to any other department or enquire about lost property and opening times, please contact Stage Door on [stagedoor@theatreroyal.org.uk](mailto:stagedoor@theatreroyal.org.uk) or by phone on: **01225 448815**

We welcome feedback and any other comments you may have about this guide or any other concerns, please email the Access Manager: [sasha.brown@theatreroyal.org.uk](mailto:sasha.brown@theatreroyal.org.uk)