

did you know?

# Dementia Friendly Information Guide

about the Theatre Royal & Royal Concert Hall in Nottingham

This guide shares a little more information on what you can expect when visiting us and the additional facilities on offer



**Show Relay** – during your visit the performance will also be made available in the foyer area on a TV so should inside the auditorium get too overwhelming, you would be welcome to enjoy the show from a quiet foyer space.

**Familiarisation Visit** – visiting an unknown space can be daunting. If you would like to become well-acquainted with the layout of the building prior to the visit, please contact us to book a familiarisation visit.

**Storage of Mobility Aids** – during the show any walkers or mobility equipment you bring to assist you into the venue and to your seat will be looked after by a member of staff during the performance.

**Visual Story** – a free pictorial guide with more detailed notes about the layout of the venue and facilities on offer to help customers prepare for the sights and sounds of the experience.

**Access Scheme and Discounts for Carers** – sign up to the free access requirement register for free tickets for carers and companions and to make us aware of any additional access needs.

**Quiet Space** – we have designated quiet areas in both venues, an easily accessible space if you wish to move away from the hustle and bustle.

**Hearing Assistant** – both venues have a loop system to work with hearing aids. A free neck loop can be collected from the cloakroom. When booking tickets please state if you require this equipment.

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**Assisted Performances** – captioned performances offer subtitles for the hard of hearing; audio-described performances offer a live commentary over headsets to blind and partially sighted people; and Sign Language Interpreted Performances offer a BSL interpreter on stage.

**Relaxed Performances** – small changes to the sound levels and lighting are made and no pyrotechnics or strobe lighting is used. These performances provide a less formal, more supportive atmosphere in order to reduce anxiety levels.

**Speak to a named contact to book tickets and find out more** – Please call Emily on 0115 989 5609 or the Box Office on 0115 989 5555 for more information.

**Lift Facilities** – there are lifts available in both the Theatre Royal and Royal Concert Hall.

**Toilet Facilities** – we have toilet facilities throughout the venue as well as larger Accessible Toilet facilities in both the Theatre Royal and Royal Concert Hall.

**Refreshments** – teas and coffees are available from the bar areas as well as soft drinks and ice creams from the stewards.

**Pre-Order Drinks for the Interval in Advance** – if you wish to avoid the queues at the interval, drinks can be pre-ordered and will be ready and waiting for your collection at a designated area. We can also reserve you a table to enjoy these from.

## Large Print Formats

Available for Forthcoming Attractions Brochure, Restaurant Menus, a selection of Programmes.

This guide was created with help from Alzheimer's Society and Service User Review Groups (SURPs).



The lay-by outside the Royal Concert Hall main entrance on South Sherwood Street (GPS nearest postcode NG1 4BY) can be used for arrival and collection of customers.



The Theatre Royal & Royal Concert Hall is supporting Dementia Friends, an Alzheimer's Society initiative, to help people develop an understanding of dementia and turn it into action to support customers and employees who are affected by the condition.

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