

**BRISTOL  
OLD VIC**

# MY TRIP TO BRISTOL OLD VIC

Visual Story

## GENERAL INFORMATION

### INTRODUCTION

Bristol Old Vic is very excited to welcome you to our building. We hope you have a great visit, enjoy our new Kitchen + Bar and the show you're seeing.

To make your visit as enjoyable as possible, we've gathered some information in this pack about access, finding your way around our building and the performance spaces, and some information on what to expect from a performance at Bristol Old Vic. We hope you find it helpful.

### ACCESS, PARKING & BUGGIES

Bristol Old Vic is located on King Street, a **5-minute walk** (0.2 miles) **from the City Centre Harbourside**.

The entrance to Bristol Old Vic is fully accessible and has step-free access. Inside the foyer there is a lift which goes to all levels. The Theatre is accessible on Level -1 (Pit), Level 0 (Dress Circle), Level 2 (Upper Circle) and Level 3 (Gallery). There are accessible toilets located on Levels -1, 0 and 1. Please note that only the Dress Circle of the Theatre is completely step-free. For more access information go to: [bristololdvic.org.uk/access](http://bristololdvic.org.uk/access).

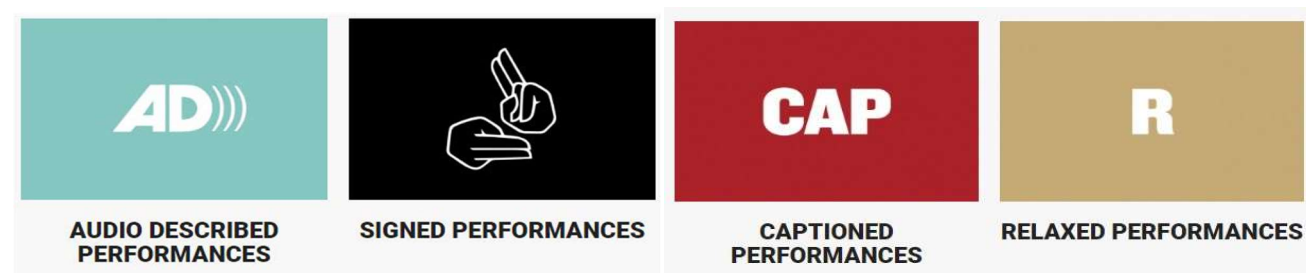
If you have any specific access requirements let us know via email at [access@bristololdvic.org.uk](mailto:access@bristololdvic.org.uk) and we'll do our best to meet them. We are here to help you have the most enjoyable Bristol Old Vic experience.

Bristol Old Vic does not have dedicated parking. However, there are parking facilities in the surrounding area including, the [NCP](#) on Queen Charlotte Street, a 2 minute walk (150 metres) and [Trenchard Street](#) car park, a 5 minute walk (0.2 miles) across the city centre. Meter parking is also available on King Street and Queen Square. There are parking spaces around the corner on Queen Charlotte Street for Blue Badge holders. There is one allocated disabled bay (please note that King Street is cobbled). There are dropped kerbs outside Bristol Old Vic on King Street.

For more information on parking, visit Bristol City Council parking services here: [bristol.gov.uk/parking](http://bristol.gov.uk/parking). For information about public transport links, bike racks, etc visit the **Getting Here** page of our website here: [bristololdvic.org.uk/your-visit/getting-here](http://bristololdvic.org.uk/your-visit/getting-here).

### TYPES OF ASSISTED PERFORMANCES

We offer several different types of assisted performances at Bristol Old Vic. You can find all the listings for these shows on our website. You can identify them where you see icons like these:



We also have socially distanced performances available for our own productions. If you have any questions please do not hesitate to contact the Box Office (1pm-6pm Mon to Sat) on 0117 987 7877 or email [access@bristololdvic.org.uk](mailto:access@bristololdvic.org.uk)

## GENERAL ACCESS INFORMATION

### STEP COUNTS

To get to each level via the stairs, you have to walk up the following number of steps:

- From Level G (foyer ground floor), there are 10 steps down to the Level -1 (Pit and Studio Floor)
- 5 steps to Level 0 (Dress Circle) from Level G
- 22 steps to Level 1 (Coopers' Balcony, Coopers' Hall, Foyle Room) from Level G
- 29 steps to Level 2 (Upper Circle) from Level G
- 43 steps to Level 3 (Gallery) from Level G
- 66 steps to Level 4 (Equiano Studio) from Level G

The foyer lift can be used to avoid steps to all levels.

### ACCESS FACILITIES

- A sound enhancement system through use of a headset or individual loop is available for all performances.
- Accessible toilet facilities are available on Floors -1, 0 and 1, accessible via the Foyer lift.
- Guide, hearing or other working dogs are welcome. Please notify Box Office at time of booking.
- People with disabilities requiring an accompanying person can request a free companion ticket at the time of booking.

### ADDITIONAL INFORMATION

On our special Relaxed Performance days we take a more relaxed approach across our building, allowing everyone to enjoy their visit in their own way, whether you need to move in and out of performances spaces, make involuntary noise, or take a bit more time to adjust to your surroundings. Find out more about Relaxed Performances online at: [bristololdvic.org.uk/access](http://bristololdvic.org.uk/access).

We don't sound alarms in performance spaces at Bristol Old Vic. If there is one, it will only sound in the foyer and Theatre horseshoe areas. Our members of staff will alert you should the alarm go off.

If at any time you would like to take a break, you can take a step away from the performance area or leave the Theatre and come back when whenever you are ready. An usher will be there to help you.

The ushers are there to help you. If you need to leave during the show an usher will ensure you are ok. They can also show you where the toilets are. Ushers are good people to go to if you feel worried about anything in the show. You can speak to them before, during or after the performance.

### MAKING YOUR BOOKING

We try and make booking with us as easy as possible for you and have friendly staff who can help you complete your booking. You can make your booking in the following ways:

**At the Box Office:** 1pm-6pm Mon to Sat

**Phone:** 0117 987 7877

**Email:** [tickets@bristololdvic.org.uk](mailto:tickets@bristololdvic.org.uk)

**Online:** [bristololdvic.org.uk](http://bristololdvic.org.uk)



## GETTING HERE

We are really looking forward to welcoming you to Bristol Old Vic on the day of your visit. Bristol Old Vic is on King Street. From the Queen Charlotte Street end, King Street looks like this.



You will be able to see Bristol Old Vic on King Street. From the outside, our building looks like this.

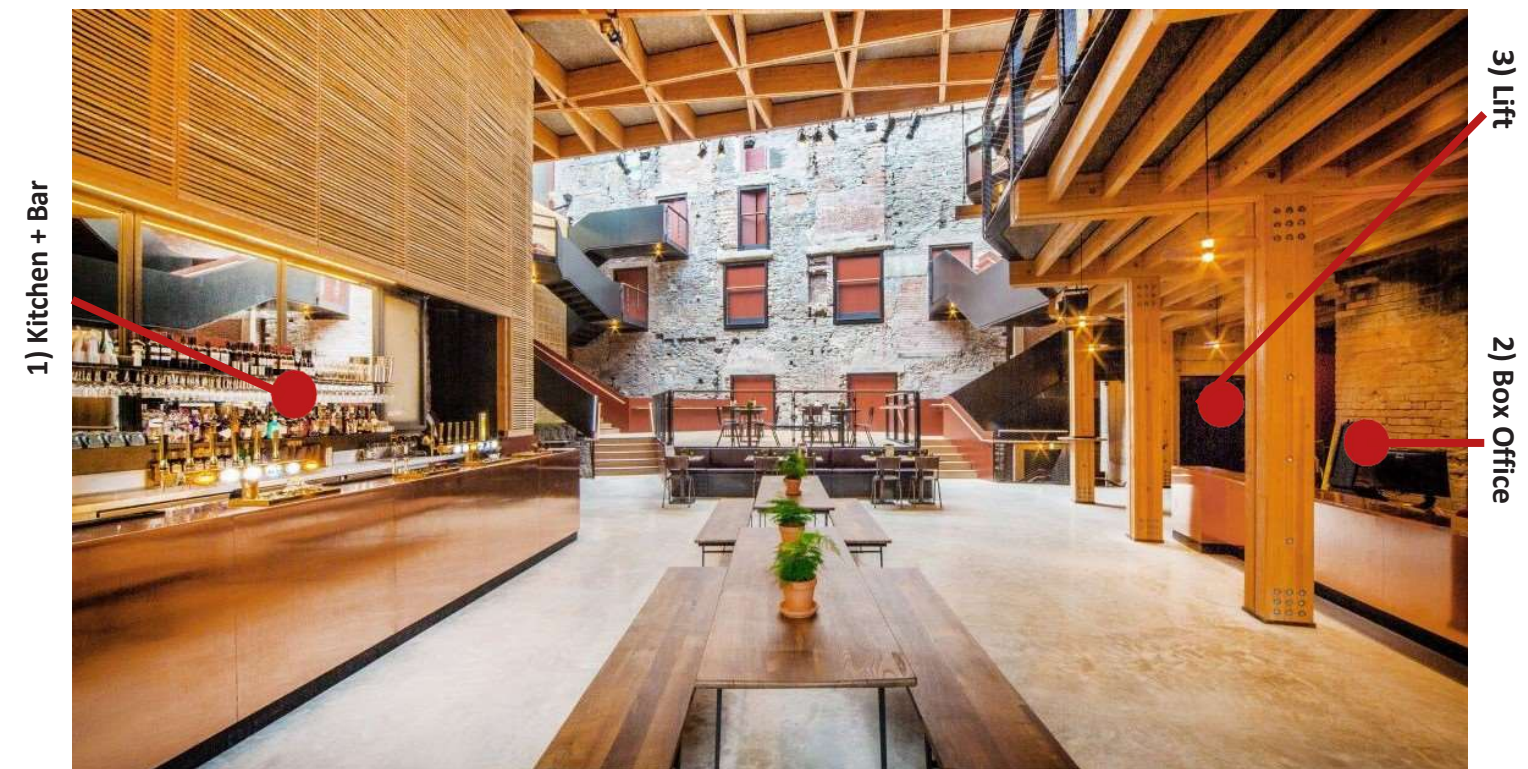


## WHEN YOU ARRIVE

This is our **main entrance**. We have automatic doors here that open by pressing a button (pictured). Access is step-free, and the main entrance will take you into our foyer.



The foyer will be open before the performance. There is a bar where you can order hot or cold drinks and food, there are also lots of places to sit down.

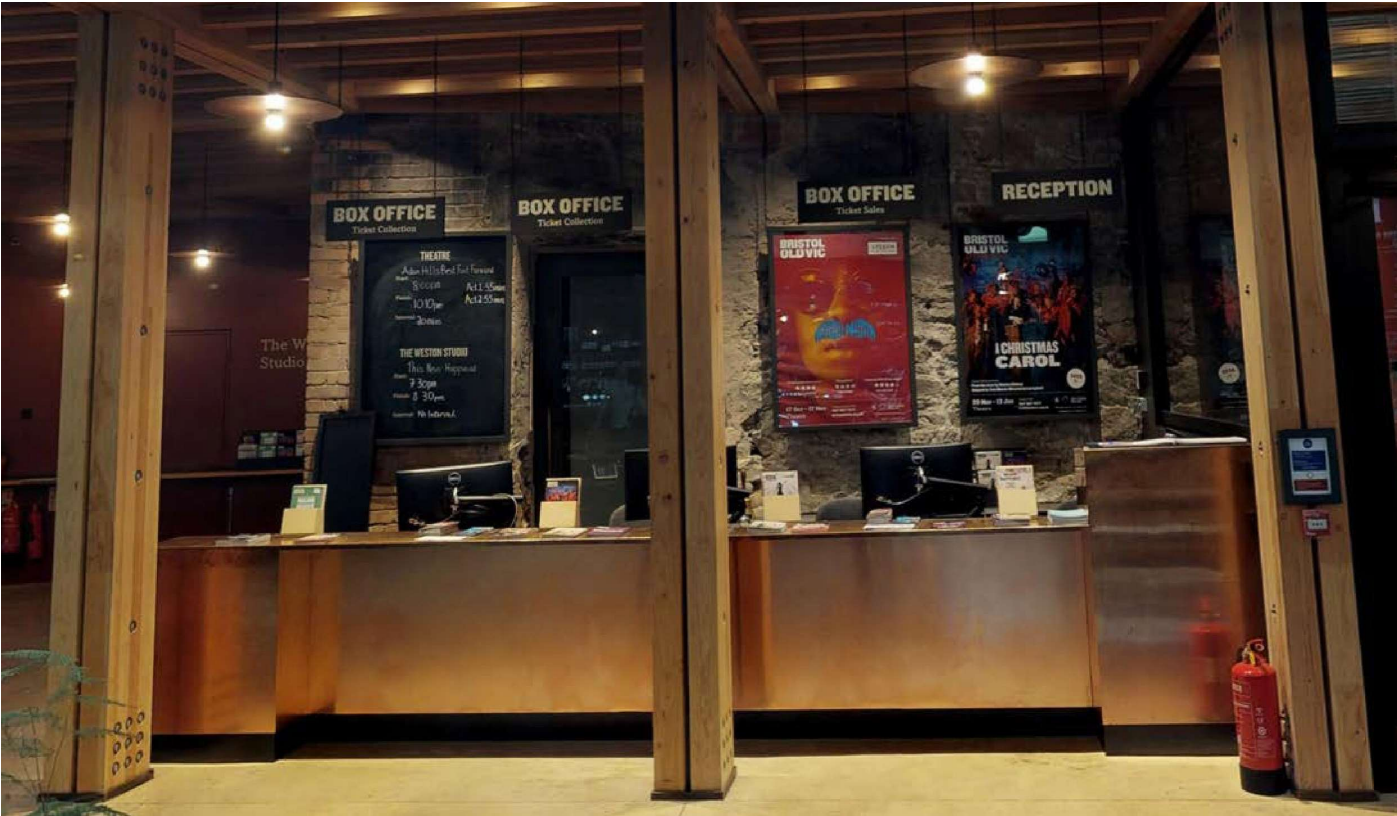


When you enter, you will find **Kitchen + Bar**, our **bar (1)** in front of you and the **Box Office (2)** to your right. **The lift (3)** is on the far right, near Box Office. The lift will take you to all levels. **The Theatre entrances are on Levels -1 (Pit), 0 (Dress Circle), 2 (Upper Circle) and 3 (Gallery).**



WHEN YOU ARRIVE

You can collect or buy your tickets from our **Box Office** team at the desk in the foyer. E-tickets are also available if you'd prefer.



Once you have collected your tickets, you can spend time before the show in our foyer, enjoying the Kitchen + Bar, or exploring our building.



FINDING THE PERFORMANCE SPACES

Performances take place in **the Theatre**, **the Weston Studio** or **Equiano Studio**. You can find out which space the show is in, and where your ticket is, by checking your ticket. You can access the spaces either by going up the staircase to the different levels (see page 3 for step counts) or by taking the lift.



The lift can take you to the level you need to get to. Look out for signs like the one below to help you find where you need to go. You can also follow signs that look like this to get to the toilets. There are **accessible toilets on Levels -1, 0 and 1**.





## FINDING THE PERFORMANCE SPACES

Everyone will be asked to wait in the foyer and bar areas until the doors to performances spaces open. You will hear announcements in the Foyer when the Theatre or Studio is open. They will open about 25 minutes before the show so **if you need earlier entry please ask an usher** or, if you need to find a quieter place to wait than in the foyer, try and find one of **the quieter spaces** highlighted in this pack.

If you are seeing a show in **the Theatre**, when the house is open, a member of staff will open these doors.



If you are seeing a show in **The Weston Studio**, when the house is open, a member of staff will open these doors.



## FINDING YOUR SEAT

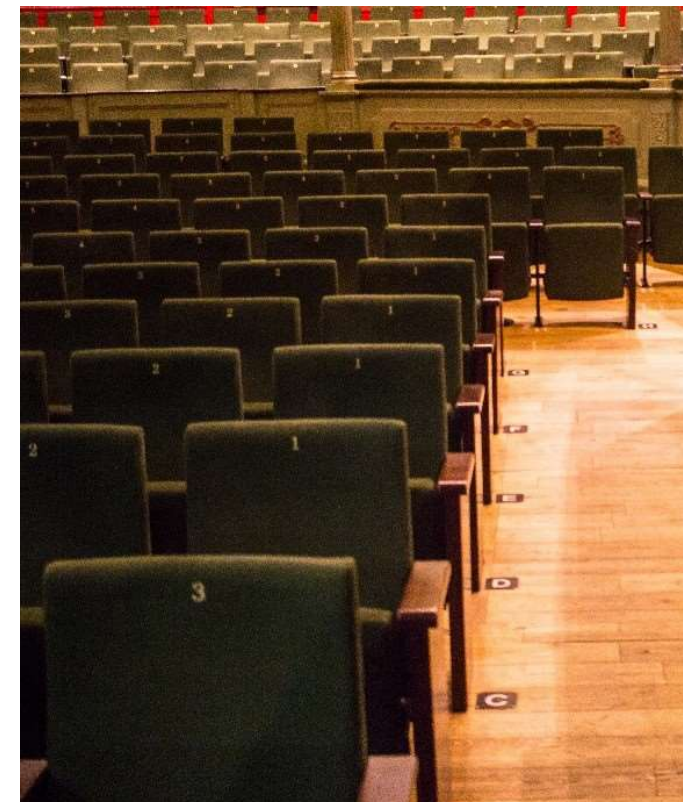


When you enter, you will be welcomed into the space by **the ushers**.

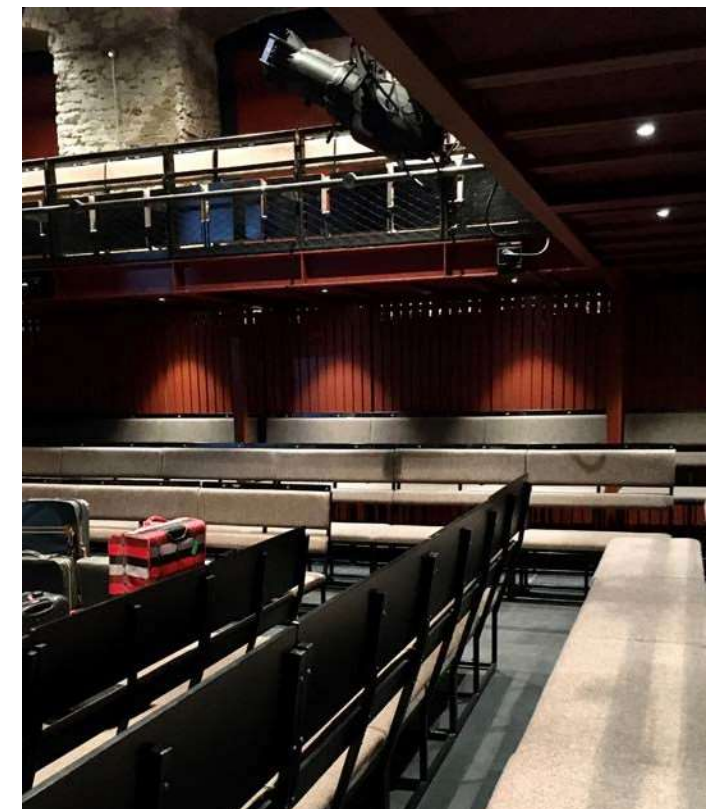
These are the ushers. You can recognise them from their black uniform. They are here to help. If you need to leave during the show an usher will ensure you are ok. They can also show you where the toilets are. Ushers are good people to go to if you feel worried about anything in the show. You can speak to them before, during or after the performance.

**For Relaxed Performances**, our staff who are Relaxed Performance-trained also wear smiley face badges.

Your ticket will tell you which row and seats you are in. Once you have found **your row**, you will need to find **the seat** number that matches your ticket. Find your seat and make yourself comfortable.



These are seats in **the Theatre Pit**, you can see the row letters on the floor and numbers on the seats.



These are seats in **The Weston Studio Floor**.

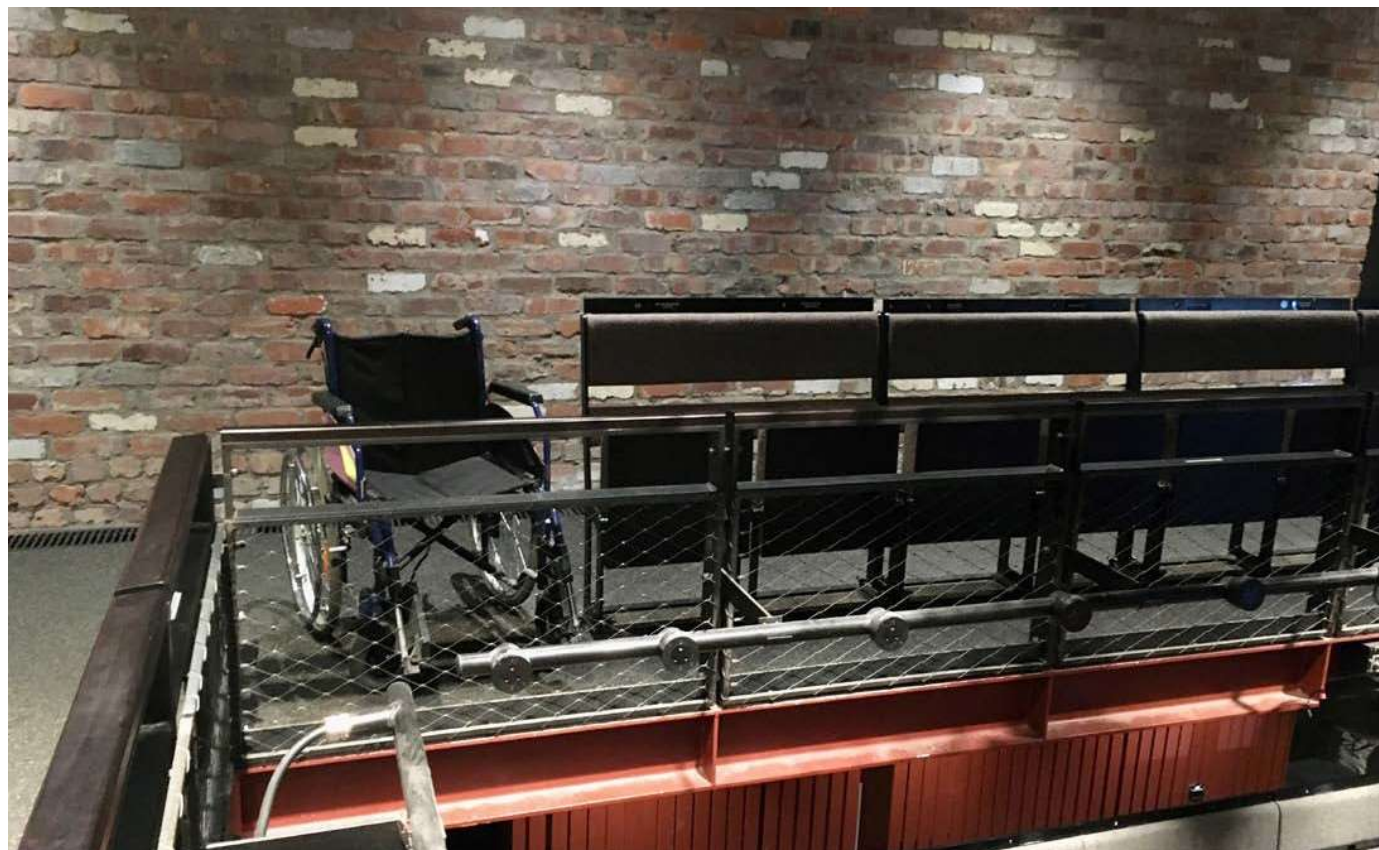


## WHEELCHAIRS

In the Theatre we have wheelchair seating available in the Dress Circle. They are in Row C. These spaces look like this.



The Weston Studio is a highly flexible space, with multiple spaces for wheelchairs. Wheelchair spaces are available on **the Studio Balcony**.



## INSIDE THE PERFORMANCE SPACES

This is the stage in the Theatre. For different plays, designers add pieces of set to make it look different and create the worlds in which the plays take place.



This is the performance space in **The Weston Studio**. Designers also dress this area to create new worlds for the plays in this space.





## CHILLOUT SPACES

We have several **Chillout Spaces** designated throughout the building. These are slightly more out of the way than the main foyer and bar areas though they are not completely quiet. Some are pictured



This is the **Pit Kiosk Seating Area**, outside the Theatre Pit entrance. You can use this space if you need to step out of the performance. There are accessible toilets nearby.



This is the **area outside of Coopers' Hall on Level 1**. This is near accessible toilets, and is slightly further away from the performance.



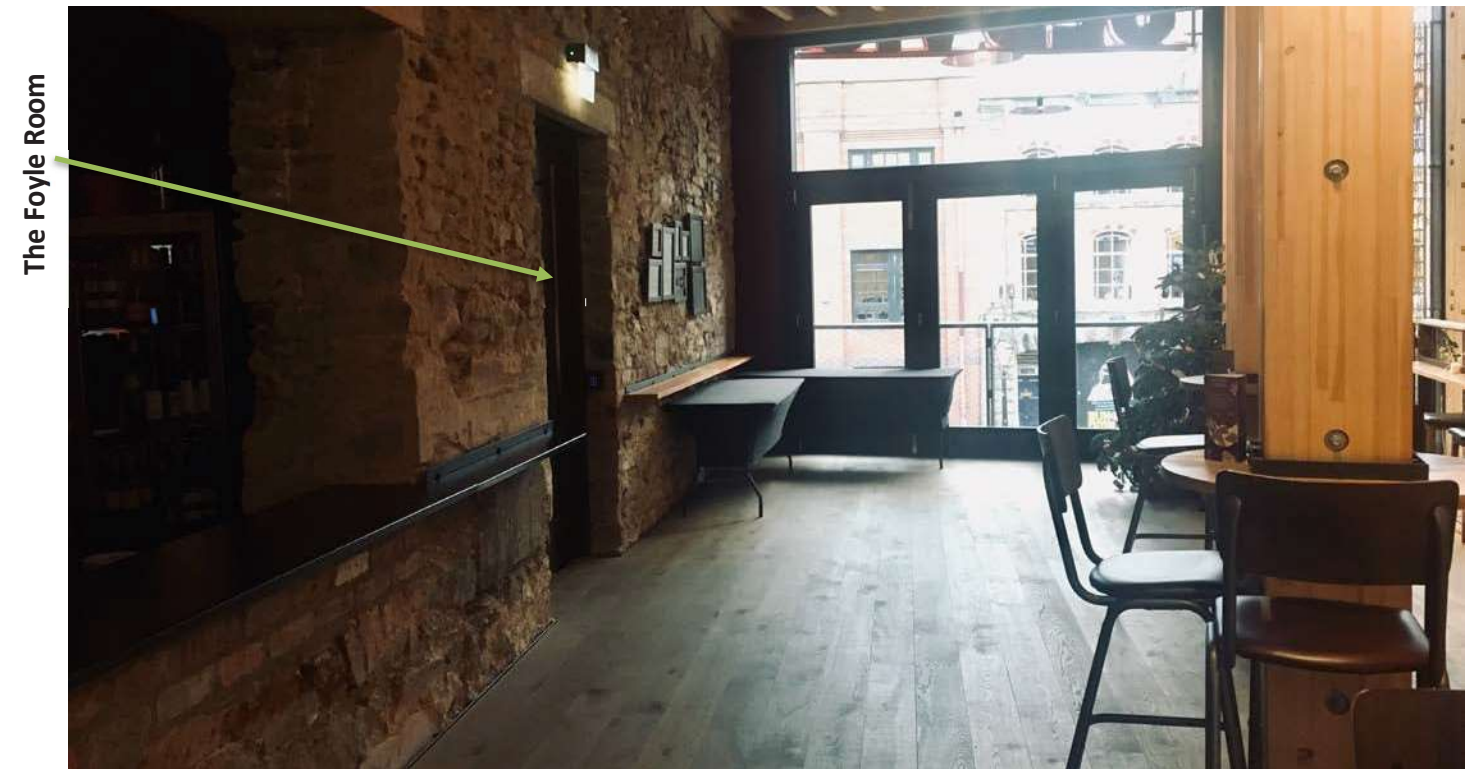
This is the **Weston Studio Waiting Area** outside the Studio Floor entrance on Level -1. This is near accessible toilets, and is slightly further away from the performance.



This is the **area immediately outside Equiano Studio**. This is on Level 4 and quite far from the Theatre, but is usable if other spaces are crowded or you do not wish to use the Quiet Room.

## THE QUIET ROOM

In addition to Chillout Spaces, when it's available, we designate the Foyle Room as **our Quiet Room**. **The Foyle Room** is situated on **Coopers' Balcony on Level 1**. This room allows you time away from the noise from the performance or foyer and bar areas.



This is where The Foyle Room is located on Coopers' Balcony (Level 1).



There are seats and a table in The Foyle Room. It is well lit, and well away from noise and movement. **If you need help finding The Foyle Room, ask an usher and they'll be happy to help.**



## ABOUT OUR PERFORMANCES

Before the performance begins, there will be an announcement asking everyone to turn off their phones. Depending on the show, there may be performers in and amongst the audience to begin with. Don't be worried by this, they are meant to be there and are really friendly. **When the show is about to begin, the lights will dim on you and get brighter on the stage.**

### TYPES OF ACTION

Our shows are all different and feature lots of different types of action. Characters and scenes all strike different tones. Audience members should be aware that some shows can have a sad message or feature themes about death or other difficult themes; some may have scary scenes. In some of our shows you might see the following different types of action:



#### FAST-PACED ACTION

Moments when the performers dance or move quickly around the space and the action onstage can be fast-paced. This includes running around and climbing up and down the set, as well as dancing and sometimes running through the audience.



#### LOUD NOISES

Moments where the audience might make loud noises like clapping, or there may be loud sound effects. On Relaxed Performance days, we lower the volume of certain effects, but there may still be a few loud ones. If there is audience participation, these scenes may be quite loud too.



#### SADNESS OR FRUSTRATION

Moments when the characters get a bit cross, sad or frustrated. They may shout and their faces and movements will show how they feel. There may be scenes that feature characters upset by their friends passing away or suffering in some way, and some of these scenes of sadness can be upsetting.



#### ACTORS COME CLOSE TO OR TOUCH THE AUDIENCE

Moments where the performers will come close to audience members, sometimes right up to their seats. The performers will try not to intrude too far into your personal space and it is ok to say no to any invitation to get involved.



#### SCARY MOMENTS

There may be moments which can be scary to audiences. These may be during scenes featuring danger, death, monsters or even just sudden noises.

## THE INTERVAL / TOILETS

Many of our shows have a **short 20-minute break** halfway through the performance called the 'interval'. During this time the actors will leave the stage and you will have an opportunity to use the toilet, get a drink from the bar, buy an ice cream, or step outside for some fresh air before the show begins again.

If you need the toilet, look out for signs to our **accessible toilet facilities** that look like this. **These are available on levels -1, 0 and 1.**



Our toilets have symbols on their doors. They look like this.



At the end of the interval there will be announcements in the foyer. This is when you will need to return to your seat. When you are back in your seat, the lights will get dimmer again and the performers will come back on to the stage.



## WHEN THE SHOW ENDS

At the end of the performance, **the audience will clap** (which can be very loud if they've liked the show). This tells the performers that the audience have enjoyed the show.



After this, **everyone will start to leave**. It can be very busy when everyone begins to file out of the performance spaces and it is ok to take your time on your way out.

Once you're back in the Foyer, you can enjoy a drink at the bar, or spend some time in our foyer. If you need any help finding transport from Bristol Old Vic, ask a member of Bristol Old Vic staff who can help you.

Thank you for coming and we hope that you had a great time visiting us.

**For Access performances at Bristol Old Vic:**  
[bristololdvic.org.uk/access/access-performances](http://bristololdvic.org.uk/access/access-performances)