

ACCESSIBILITY AT THE HARLEQUIN

The Harlequin Theatre & Cinema and Reigate & Banstead Borough Council are committed to making your theatre visit an accessible and enjoyable experience. Below you will find details on how to make the most of your visit to The Harlequin.

Hearing Impaired

An **infra-red hearing loop system** is situated within the auditorium. We provide an 'individual receiver' which needs to be connected to a 'personal loop' or 'headset'. There are a limited number of headsets available on payment of a £10 returnable deposit. Whilst these may be available on the day, it is advised that you book them in advance. Please contact the Box Office on **01737 276500** for further information.

There is a portable induction loop at the Box Office counter, which is displayed at all times in a visual location.



Our **Subtitled Screenings** are film screenings (on selected titles) with caption subtitles. These are similar to English subtitles for foreign language films, but for English language films. They inform the cinemagoer of any significant music, sung speech or sound effects – especially if any of these are taking place off-screen.



Closed Caption Screenings (on available titles) are a text version of the spoken part of a television, movie, or computer presentation. Our Sony Entertainment Access glasses project captions onto the glasses and appear to float about 10 feet in front of the user.

Pre-booking is essential. We run a free membership scheme, for further details please visit the Box Office or visit our website; **www.harlequintheatre.co.uk**



We have two **BSL Interpreted Performances** of our annual pantomime. Certain seats have a better view of the signer than others, so please let the Box Office know of your requirements at the time of booking.

We welcome TextRelay calls; please visit www.textrelay.org for more details.

Visually Impaired

Blind or partially sighted customers are able to sit anywhere, with or without a companion, but we recommend customers whose limited vision would make it difficult for them to leave the building in an emergency should be accompanied by a companion.



Assistance Dogs are welcome at The Harlequin and we will be pleased to provide a bowl of water. Please inform the Box Office when booking your tickets so we can ensure adequate space, adjacent to an aisle is booked, in order that the dog will be comfortable. If you do not wish to take the Guide/Hearing Dog into the performance,

they will be looked after in our FOH office.

An **audio described performance** (on available titles) is a standard screening ideal for visually impaired people. It works by playing a recorded narration, explaining what's happening on screen, during gaps in the dialogue, through personal headphones.

We have three pairs of headphones to hire, or you can bring your own and six audio packs available for each audio described screening. Pre-booking is essential. We run a free membership scheme, for further details please visit the Box Office or visit our website; www.harlequintheatre.co.uk

Large print versions of our events brochure and other documents are available on request. If you have any problems receiving our publications, please don't hesitate to call.



Braille Signage is located throughout the building.

Mobility Impaired



Wheelchair users may be accompanied by a companion or can come independently if they can reach the wheelchair areas unaided. A wheelchair is available if required for use by visitors free of charge. Please speak with our FOH department on **01737 276833** before your visit.

There are a number of seats that can be accessed without using steps in both the auditorium and the cinema. For further information, please contact the Box Office.

For certain shows, we are able to provide up to 10 wheelchair spaces in the auditorium, situated in the stalls area. This will be advertised within our events brochure. One wheelchair space is available in cinema/studio. Early booking is recommended.

It is accepted that a wheelchair may be used to assist in access to and around The Harlequin and we accept that it may be preferred for you to transfer to a theatre seat. However, if you are transferring to a theatre seat, you will need to be independently capable of leaving The Harlequin in the event of an evacuation, without access to your wheelchair. If you are unable to fulfil this, in line with Risk Assessments, Health and Safety and the Fire Safety Officer, we insist that you remain in your wheelchair and if available we will relocate you to a wheelchair position.

For individuals who have difficulty with stairs, please inform the Box Office when booking. There is unstepped level access at the entrance and automatic doors leading to the foyer. Lift access is available to all floors in The Harlequin and there is an external lift to access to The Harlequin's entrance.





Accessible toilets and baby changing facilities are available on the lower fover.

Interval drinks can be ordered from the bar and our staff can bring refreshments to you, in your seat – please book in advance, so that we can serve you as quickly as possible.

For those who need additional assistance...

The Harlequin Theatre operates a scheme for those who need somebody present to assist them. The scheme allows members a free ticket, so that they can bring an 'Essential Companion' with them.

The scheme is not open or intended for those who simply require a companion/friend or require assistance with transportation to The Harlequin. The scheme is free and simple to join, but is necessary to combat fraud. Please note that this scheme may not be offered on all our events or hired events.

An 'Essential Companion' is somebody who is able to help the person with a disability by means of mobility or guidance to use and enjoy the services at The Harlequin. The application forms are available from the Box Office, or can be downloaded from our website; www.harlequintheatre.co.uk



Relaxed Performances (selected events) are open to everyone but are specifically designed for people with an Autistic Spectrum Condition, a learning disability or a sensory and communication disorder.



We have a limited number of **Booster Seats** available on a first come, first served basis from the Box Office, prior to the performance. A £10 refundable cash deposit and a form of identification will be asked for on collection. Subject to availability.

General Information

The Duty Manager has overall responsibility for looking after all our customer's interests and should be your first point of contact in advance, or on the night. They will endeavour to deal with any concerns efficiently and effectively.

If you need to use the telephone whilst at The Harlequin, please visit the Box Office.

In addition, all our members of staff are provided with regular basic training in access awareness and etiquette, and are familiar with how our **Essential Companion Scheme** works. We aim for all our staff to be able to assist customers with queries regarding disabled access to The Harlequin.



Please note, due to health and safety reasons, our staff are unable to help customers in and out of their transport or mobility equipment.

Customers and their companions are welcome to visit us prior to attending a performance in order to familiarise themselves with the layout of The Harlequin. These visits can be arranged by contacting the Front of House Manager on **01737 276833**.

Use of Stage Effects

For any performance containing strobe lighting, flashing lights, pyrotechnics, haze/smoke and/or loud bangs/explosions, a notice will be displayed in all public areas, as well as on the doors of the relevant space. If this is likely to be a concern for you or any members of your group, please consult with the Box Office in advance or the Duty Manager on arrival.

Help us to help you

In order to help us offer you maximum comfort, please provide as much relevant information as possible when booking.

Parking

Free parking is available at Lombard Car Park (entrance is on Princess Way) after 6pm on weekdays, all day at weekends and Bank Holidays. Alternatively Pay and Display car parks (Monday – Saturday) are situated in the centre of town. For further information visit; www.reigate-banstead.gov.uk

If you require access to The Harlequin car park, Monday – Friday before 6pm to drop off members of your party, this will need to be arranged prior to the event with the Front of House Manager. For further information, please call **01737 276833**.

Feedback

We greatly appreciate any suggestions you may have about how we could improve your access to and enjoyment of our facilities. Please send your comments to harlequin@reigate-banstead.gov.uk or call the Box Office on 01737 276500.