



OXFORD
PLAYHOUSE

Venue Visual Story

A resource to help you prepare for
your visit to Oxford Playhouse

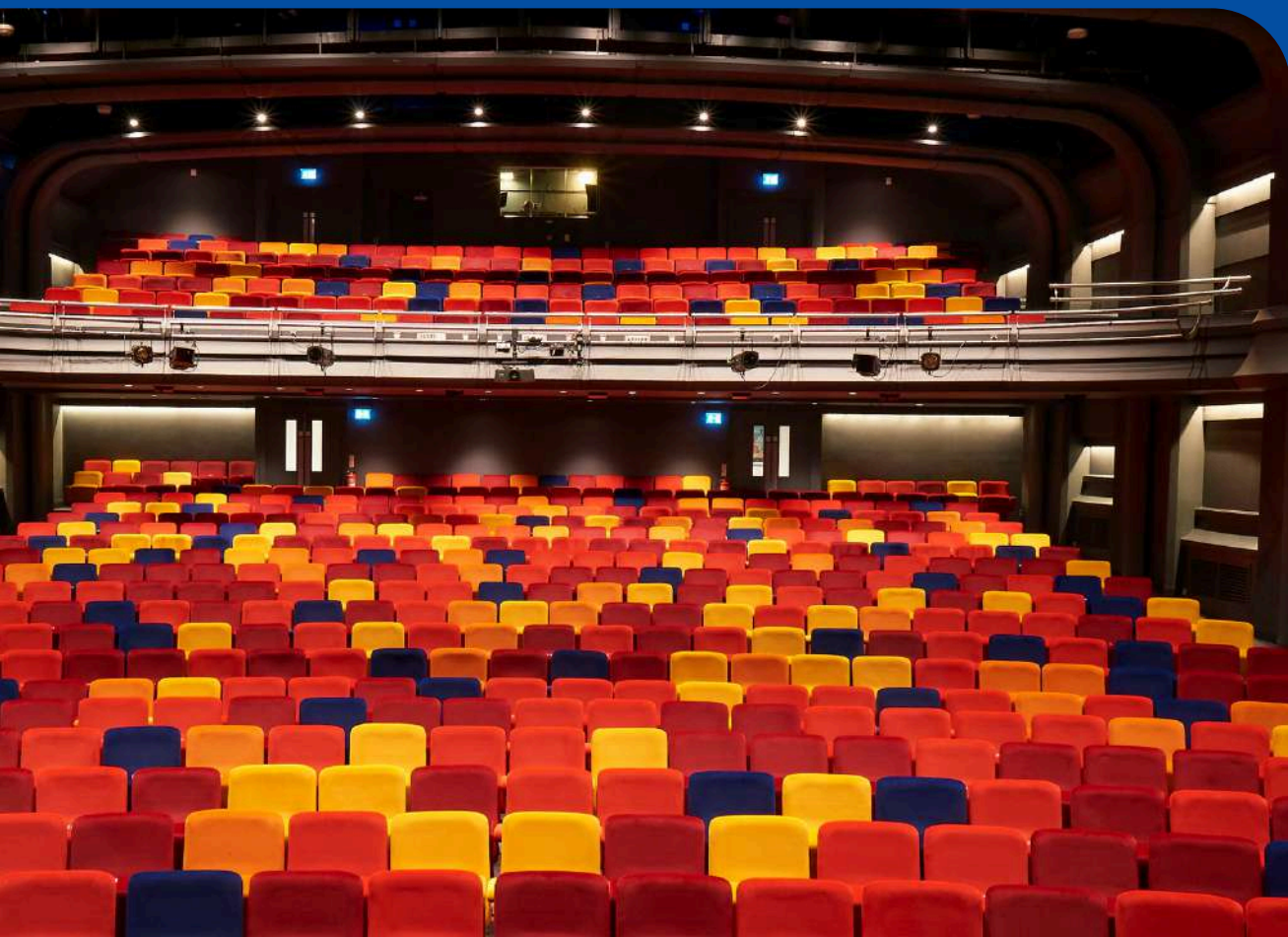


Image credit: Gerrard Lewis

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What is a Visual Story?

This visual story is designed to help anyone who wants to know more about what a visit to Oxford Playhouse will be like.

Who can benefit from visual stories?

A visual story can be helpful for people who have never been to our theatre before or might feel anxious about visiting. They are especially useful for people with autism or who are neurodivergent.



Image credit Geraint Lewis



Image credit Andrew Walmsley

Plan a Visit

Our friendly Box Office team is here to help. Whether you have questions or would like to visit the venue in advance, we're happy to assist.

 01865 305305

 boxoffice@oxfordplayhouse.com

 www.oxfordplayhouse.com/your-visit

Arriving at Oxford Playhouse

Oxford Playhouse is located on Beaumont Street in the heart of Oxford with step-free access.



The front of Oxford Playhouse on Beaumont Street.

Image credit Andrew Walmsley

There are five double doors, that you pull to enter the main foyer. The door on the far right can be operated by a push button.

Our Front of House and Box Office teams will be ready to assist if needed.



Walking up to the front entrance of Oxford Playhouse.

Image credit Andrew Walmsley

You can enter the theatre through any of the five glass double doors.

The Foyer

When you walk through the glass front doors, you will enter the main foyer.

Depending on the time of day and when you arrive, the space might be quiet or busy and filled with people.

You are welcome to have a seat on one of the sofas or chairs. You can find leaflets, posters, and screens with images and videos of shows coming to Oxford Playhouse.



Image credit Andrew Walmsley

The main foyer has comfortable seating that can be used by the public any time during opening hours.



Front of House team and ushers

When you arrive in the main foyer, you may be greeted by a member of our Front of House team.

You can ask them any questions you might have about your tickets, information about where to go, or details about the show.

Box Office

Our Box Office is located in the main foyer and will have a member of staff who will ask if you need any assistance.

If you need to collect tickets, they'll ask for your name, and possibly the first line of your address, before handing you your ticket(s).

Image credit Andrew Walmsley



The Box Office counter can have one, two, or more members of staff available to help you collect your ticket(s).

You might not need to collect a ticket as you may already have a physical ticket that was posted to you or an e-ticket sent to your email.

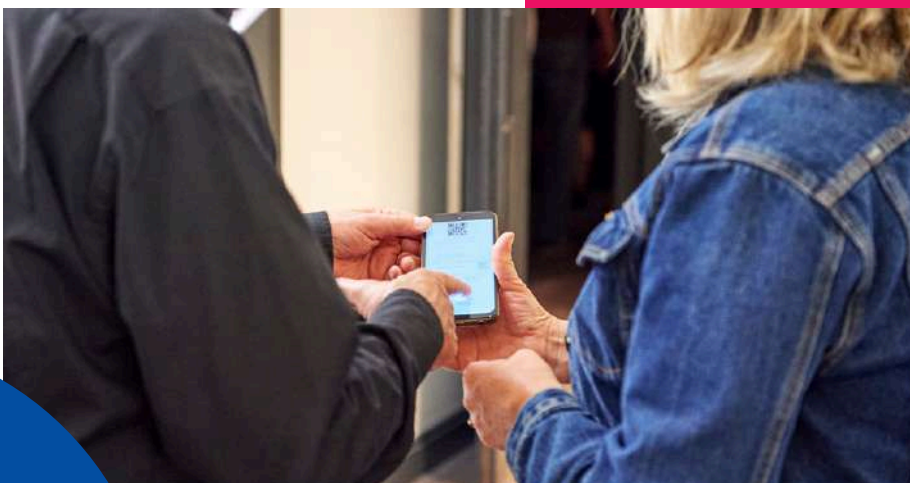


Image credit Geraint Lewis

If you have an e-ticket, you may want to pull up the ticket on your phone to show to the Box Office staff.

Stalls Bar and Kiosk

Our Stalls Bar and Kiosk are both located in the main foyer where you can buy drinks, ice creams and other snacks.



The Stalls Bar is open before the show and during the interval.

Image credit Andrew Walmsley

If you would like to take some time out during your visit you can go to our seated area. During Relaxed Performances, you can watch and listen to the performance on the TV screen.



Image credit Andrew Walmsley

Toilets and Cloakroom

We have toilets located on each level throughout the theatre.



Main toilets found in the basement.

The main toilets are down two flights of stairs in the basement level. These toilets are gendered, stalls and urinals.

The cloakroom is also located in the basement level.

The accessible toilet with baby changing facilities is located on the ground floor near **Door A**. If the outer doors are shut, please ask a member of staff for assistance.

There are two gender-neutral toilets on the first floor, located through the Circle Bar.



Accessible toilet on the ground floor.

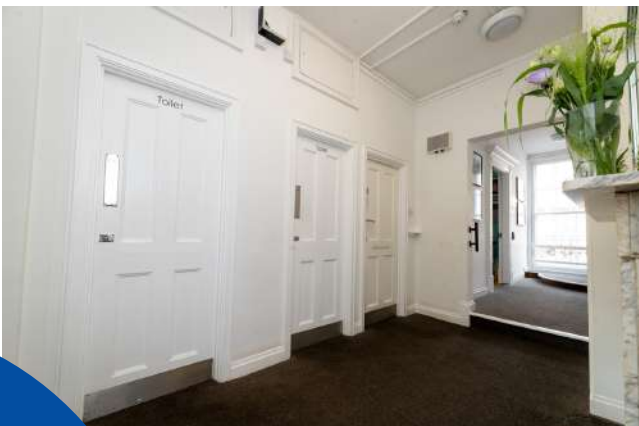


Image credit Andrew Walmsley



Gender-neutral toilets through the Circle Bar.

The Circle

There are two sets of stairs to reach the first floor, where you will find the Circle seating, the Circle Bar, toilets, and The Lucy Group Patrons Room.

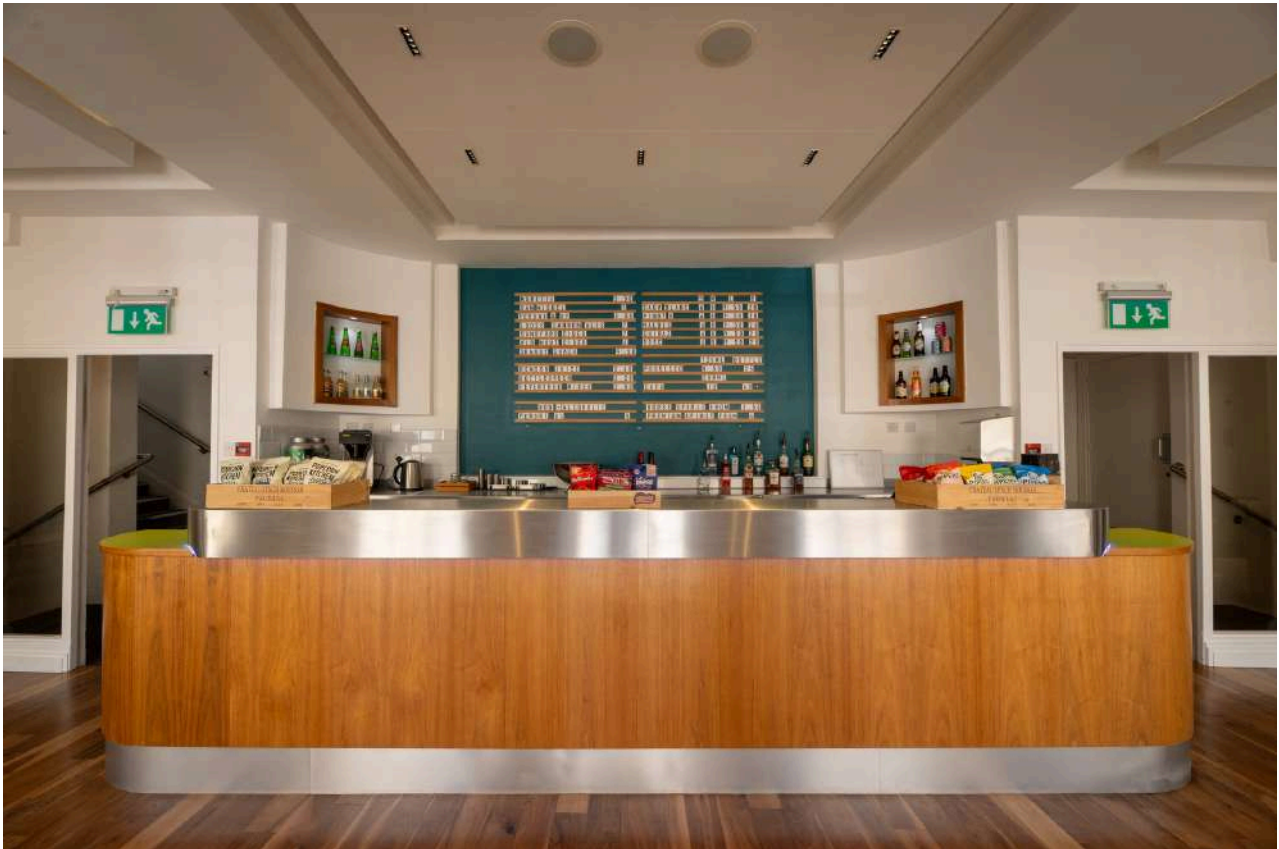


Image credit Andrew Walmsley

Before the show and during the interval, you can buy drinks, ice creams and other snacks.



Image credit Andrew Walmsley

Auditorium entrance

You may hear an announcement over the speakers, which lets you know that the auditorium is now open for you to access and take your seats.

Your ticket will say which door number to enter to find your seat.

Doors A and B are located on the ground floor, which gives you access to the Stalls level.

Doors C and D are located up the stairs on the first floor, which gives you access to the Circle level.



Image credit Andrew Walmsley

The Front of House usher standing outside the door will scan your ticket when the theatre auditorium is ready to open.

If you need any help or have any questions, there are plenty of staff members who can help you.

The Auditorium

The auditorium is a large room with colourful seats, which will be full of lots of other people coming to see the performance.

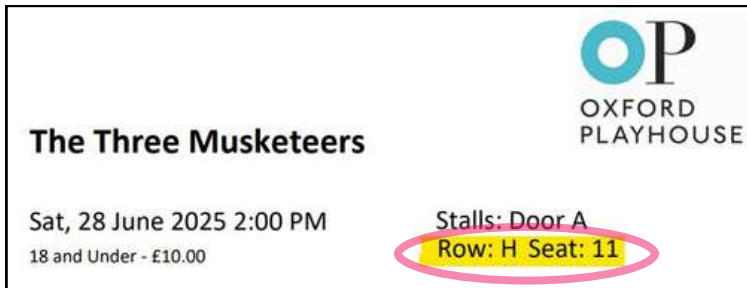


The performance will take place on the stage.



Finding your seat

Your seat number is displayed on your ticket; it will have a letter which tells you which row to sit in. Find your row. Each seat within the row has a small number on the seat.



In a regular performance, when the show is ready to start, the lights will fade to darkness.

Then the bright stage lights will come up on the stage and the performers will come out.

The show begins!



What happens next

During the performance, there may be some loud noises, music and bright lights.

The performers may come down from the stage and use the doors in the theatre as part of the show. This is nothing to be worried about.

There may be moments that are happy and funny, and people laugh. There may be sad bits, or even scary bits and the audience may respond to this. This is all okay.



Image credit Geraint Lewis



Image credit Geraint Lewis

During the pantomime, the actors might ask you to join in. The audience might be very loud, shouting and laughing. You are welcome to join in or not.

In the middle of the show, there is sometimes a short break called the interval (usually 20 minutes). This gives the audience time to stretch their legs, buy drinks and snacks as well as use the toilet. The Foyer may get quite busy again.

If you want to leave the auditorium during the show that's okay, the lights will be left on a bit to help you find your way out. When you're ready, you can come back and sit down in your seat again.



Image credit Geraint Lewis

Wheelchair users

If you are a wheelchair user and have booked a wheelchair space, a Front of House usher will show you to your space.

A wheelchair space does not contain a seat, so you will remain in your wheelchair throughout the performance.



The seat next to yours is called a companion seat and should be booked next to the wheelchair space in advance.

Relaxed performances

We aim to include relaxed performances in most of our weeklong productions, including our pantomime. These special performances offer a more relaxed environment where all behaviours and needs are welcomed and differences are celebrated.



Image credit Geraint Lewis

There will be a relaxed attitude to noise and movement, and everyone is free to come in and out of the auditorium during the performance.

The auditorium lights are kept on throughout the performance and the doors stay open throughout. We will soften loud noises and avoid sudden or surprising moments.

Break out spaces

During our Relaxed Performances, we offer break out spaces for patrons who might need a quiet space during the performance.

Our main foyer has sofas and comfortable seating where you can watch and listen to the performance on the TV screen.



Image credit Andrew Walmsley

We also offer alternate break out spaces in the ground floor Gladstone Room through the Stalls Bar and The Lucy Group Patrons Room on the first floor through the Circle Bar.



Image credit Andrew Walmsley

The Gladstone Room



Image credit Andrew Walmsley

The Lucy Group Patrons Room

Please ask a member of the Front of House staff for the available break out spaces for the performance you are attending.

Leaving Oxford Playhouse

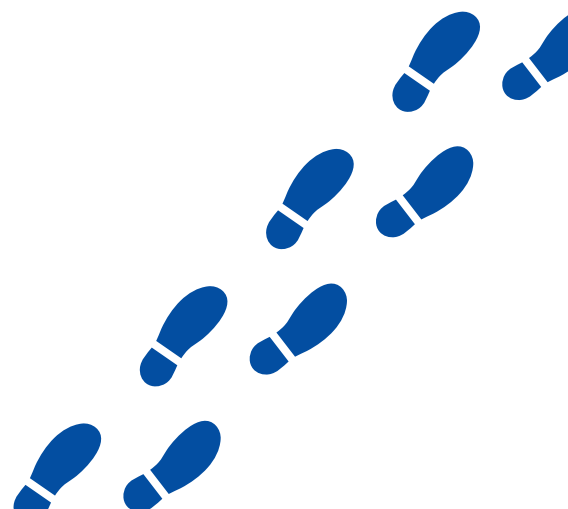
At the end of the show, also known as the finale, the performers will come back onto stage and take a bow, and the audience will clap their hands.

The lights in the auditorium will come back on and the audience will begin to leave. You don't have to leave right away – you can wait until the auditorium is empty before you make your way out.



Image credit Zemi Photography

You will head back into the foyer and exit through one of the glass front doors, stepping back onto Beaumont Street.





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Contact Us

If you have any questions, would like any advice, or further information, do let us know. We're here to make your visit a positive one.

Phone

01865 305305

Email

boxoffice@oxfordplayhouse.com

Website

oxfordplayhouse.com

Location

Beaumont Street
Oxford
OX1 2LW



Image credit Geraint Lewis