

# KING'S CROSS THEATRE

## ACCESS AND GROUPS GUIDE



King's Cross Theatre is a purpose-built venue that opened in December 2014 and is currently showing the Olivier Award winning productions of 'The Railway Children' and the smash-hit musical 'In The Heights'. Recently nominated for Theatre Building of the Year, by day it's an Edwardian train station and by night it transforms into a graffiti stained Manhattan.



The 1000 seat theatre is just behind King's Cross Station and has a fully-furnished experiential bar, open seven days a week. The auditorium is exactly like a normal indoor theatre, with comfortable padded seats which are on two platforms on either side of the stage. The theatre is completely temperature controlled - it is heated in the winter and air-conditioned in the summer.

This guide will explain all of the facilities available at the venue, and help you to plan your visit.



If the information you need is not in this guide, or to see a list of frequently asked questions, please visit [www.kingscrosstheatre.com](http://www.kingscrosstheatre.com) or email [info@kingscrosstheatre.com](mailto:info@kingscrosstheatre.com)

## HOW TO GET TO KING'S CROSS THEATRE

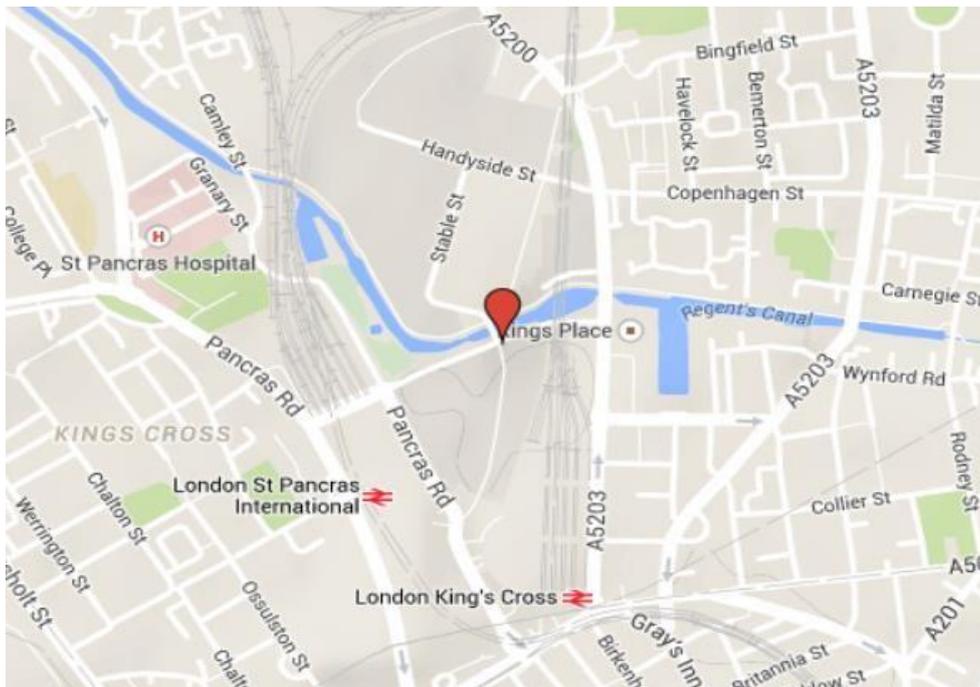
The entrance to the theatre is behind King's Cross Station, on the corner of Goods Way and King's Boulevard, opposite Granary Square (N1C 4UR).

**Tube/Trains:** King's Cross and St Pancras International are a short walk from the venue. King's Cross St. Pancras Underground station is served by the Hammersmith and City, Circle, Metropolitan, Victoria, Piccadilly and Northern lines. Use the Regent's Canal exit from King's Cross Underground, or follow the exits for Granary Square when arriving via St Pancras.

**Local Bus Routes:** 10, 17, 30, 45, 46, 59, 63, 73, 91, 205, 214, 259, 390 and 476

**Parking:** The closest car park is at St Pancras International, Pancras Road, London N1C 4QP, which has spaces for blue badge holders.

**Coaches:** Unfortunately, coaches cannot pull up directly outside the theatre; they can drop off and collect passengers from resting bays in York Way, which is two minutes' walk from the entrance.



## AGE POLICY

In The Heights is suitable for children over the age of seven. Children under eleven must be accompanied by an adult at all times.

The Railway Children is recommended for anyone aged two and over. Children under two years of age will not be admitted. All children aged 2 or older need their own ticket. Children under eleven must be accompanied by an adult at all times

## ACCESSIBILITY

All of the on-site facilities at King's Cross Theatre are fully accessible, and we have fully trained staff available to offer any additional assistance. If think you may require any assistance, please let us know when you book your tickets, or when you arrive at the theatre.

**LEVEL ACCESS:** There is level access from the street to the Box Office and main entrance. Then a staircase of 24 steps, with a handrail on both sides, leads down to the foyer. There is also a lift, which is operated by a member of the Front of House team. The width of the walkway to the lift is 1.7 metres and the floor area of the lift is 1.3 x 1.5 metres.

From the foyer, there is level access into the auditorium, to all seats in Row A. For all other rows, the use of steps is necessary. There is one step for each row, leading up to Row K. The narrowest point in the auditorium is 1.38 metres.

**WHEELCHAIR SPACES AND TRANSFERRING:** Seats in Row A on both Platform 1 and 2 can be removed to accommodate customers who are staying in their own wheelchair. If customers are going to transfer from a wheelchair into our own auditorium seating, a member of the Front of House team can store the wheelchair nearby in the auditorium. There are two wheelchairs on site, which are available for those they may require assistance getting to or from the auditorium.

**TOILET FACILITIES:** King's Cross Theatre has an accessible toilet. All toilets are located in the main foyer area between the entrance and the auditorium. Should you need to leave the auditorium during the performance, we will readmit you at the next suitable point. The accessible toilet also includes a changing station for which is suitable for infants up to 3 years old, or 50lbs/22kg.

**HEARING ASSISTANCE:** King's Cross Theatre has an audio induction (hearing loop) system, which works in all areas of the auditorium for both productions. This will provide an amplified feed to those who have a 'T' setting on their hearing aid.

**ASSISTANCE DOGS:** Customers are very welcome to take their assistance dogs into the auditorium, however we advise that due to the very loud sounds and special effects in both productions it may be preferable for staff to look after them in the foyer.

**PARKING:** The closest car park with spaces for blue badge holders is at St Pancras International (N1C 4QP). Coaches cannot pull up directly outside the theatre; they can drop off and collect passengers from resting bays in York Way, which is two minutes' walk from the entrance.

**ACCESSIBLE PERFORMANCES:** There will be a Relaxed Performance of the Railway Children on the 22<sup>nd</sup> of June 2016 at 14:30. Please check [www.kingscrosstheatre.com](http://www.kingscrosstheatre.com) for updates about further accessible performances.

**ACCESS RESOURCES:** Visual stories about King's Cross Theatre and The Railway Children are available on the website and from the venue. We also offer the use of a script for any customers with a hearing impairment, in the absence of a captioning facility.

**SPECIAL EFFECTS:** The Railway Children does not use strobe lighting but there are other extreme lighting states. The haze used is organic, non-toxic vapour. In The Heights uses extreme lighting states, including strobe.

## SCHOOL AND GROUP BOOKINGS

Front of House Assistants at the venue are well trained in assisting large school groups visiting this unique venue, so please respond to their requests throughout your visit. If you have any questions or need assistance, please do not hesitate to ask a member of staff.

When booking tickets for a large group of children or young adults (20 or more) we ask that customers gather the tickets into sections, rows and number order before they enter at the venue. This will ensure everyone can be seated smoothly, safely and with minimal confusion.

For education groups or large groups of children under 16 years of age, chaperones should be allocated a specific group of children for whom they will be responsible for during the show and while on site. Chaperones should be allocated tickets for each child in their care, and should make sure that they accompany their allocated children at all times on site, including during the performance. We kindly request that customers do not distribute tickets to children under 11.

For education resources for The Railway Children, please go to [www.railwaychildrenlondon.com](http://www.railwaychildrenlondon.com)

## REFRESHMENTS

King's Cross Theatre has a bar with a full range of drinks, including a wide range of soft drinks, teas and coffee. The bar is open one hour prior to the performance, or at 5pm on days when there is no matinee. The bar is open until 11pm Monday to Thursday, midnight on Friday and Saturday, and 6pm on Sunday.

There is a wide range of cold and hot snacks available, including ice-creams, popcorn and pick 'n mix. Drinks and snacks may be taken into the auditorium, but glass and cans are not permitted.

To avoid waiting during the interval, customers can pre-order drinks and snacks.

For large groups, refreshments and ice creams can be pre-ordered ahead of your visit. To request an order form, please email [info@kingscrosstheatre.com](mailto:info@kingscrosstheatre.com)

## MERCHANDISE

There is a merchandise stand with a range of items available for both productions:

### **In The Heights:**

PROGRAMME £3.50

MAGNET £4.00

CAPS £12.00

T.SHIRT £18.00

SUGAR HILL BOOK £9.99

CD £18.00

### **The Railway Children:**

PROGRAMME £3.00

FLAG £3.00

KEY RING £2.50

FRIDGE MAGNET £2.50

POSTER PACK £10.00

TRAVEL MUGS £15.00

CHILDRENST-SHIRT £12.00

T SHIRT £15.00

TRAIN BOOK £30.00

SCRIPT £8.99

## FREQUENTLY ASKED QUESTIONS ABOUT KING'S CROSS THEATRE

### How can I book tickets?

We advise customers to book directly with KX Tickets:

KX TICKETS (General Enquiries)	0333 320 1663	
THE RAILWAY CHILDREN	0844 815 7121	railwaychildrenlondon.com
IN THE HEIGHTS	0844 815 7131	intheheightslondon.com

We are open from 09:00 until 21:00 every day. Calls cost 7p per minute, plus your standard network rate. For more information about the venue, please go to [www.kingscrosstheatre.com](http://www.kingscrosstheatre.com) – you can contact us by emailing [info@kingscrosstheatre.com](mailto:info@kingscrosstheatre.com) or tweeting us, @kxtheatre

The onsite Box Office team can be contacted directly by emailing [customers@kxtickets.com](mailto:customers@kxtickets.com)

**What is the theatre like?** The auditorium is exactly like a normal indoor theatre, with comfortable padded seats which are on two platforms on either side of the stage. The theatre is completely temperature controlled - it is heated in the winter and air-conditioned in the summer.

**How long is the show?** The Railway Children is 2 hours and 10 minutes long including a 20 minute interval. In The Heights is 2 hours and 30 minutes long, including a 20 minute interval.

**What will happen if I am late?** Latecomers will be admitted at the earliest suitable point. We cannot admit anybody during the first fifteen minutes of the show. Latecomers and people who leave the auditorium can watch the show on the monitor in the foyer.

**What if I need to leave the auditorium during the performance?** Staff will assist you if you wish to leave the auditorium. If you do leave the auditorium for any reason, you may need to wait until the next suitable point to be re-admitted.

**Is the show suitable for my child?** The Railway Children is recommended for anyone aged two and over. Children under two years of age will not be admitted. All children aged 2 or older need their own ticket. In The Heights is suitable for children over the age of seven. Children under eleven must be accompanied by an adult at all times.

### My child will sit on my lap. Do I still need a ticket for them?

Yes. All people wishing to enter the venue must have a ticket.

**Can I take photographs or video inside the theatre?** For the safety of performers and the enjoyment of all audience members, photography and filming or any kind are not permitted.

**Is there a cloakroom?** Unfortunately, there is not a cloakroom on site. Audience members will need to keep all belongings with them, and store them under their seat if necessary. For this reason, very large bags or suitcases are not permitted. There is an unattended 'Buggy Park', where audience members can leave push-chairs and strollers. Security may occasionally conduct random bag searches – we thank you for your cooperation.

**What time should I arrive?** The bar and foyer area opens at least one hour before the performance. You will be able to take your seats approximately 30 minutes prior to a performance of the Railway Children, and 15 minutes prior to In The Heights.

**Is the venue for hire?** King's Cross Theatre is available for hire, and has hosted a range of events including fashion shows, live music, and conferences. For more information, email [info@kingscrosstheatre.com](mailto:info@kingscrosstheatre.com) or go to [www.kingscrosstheatre.com](http://www.kingscrosstheatre.com)

**Is there a booking fee?** If you book by phone, there is a booking fee of £2 per ticket. There is no booking fee if you book online or in person. Additional dispatch and exchange fees apply. There are no fees at all if you book online and choose the 'print at home' option.

**When will my tickets arrive?** There is a dispatch fee of £1.75 for all bookings that are posted out, or collected from the Box Office. If you book online and choose the 'print at home' option, you can print your tickets immediately, without paying the dispatch fee. If you choose to have your tickets posted to you, your tickets will arrive no later than five days prior to the performance. If you book less than five days prior to the performance, you will need to collect your tickets.

**How do I arrange replacement tickets?** If your tickets have been lost or damaged, please contact the ticketing agent you booked with. If you booked with KX Tickets, please let us know as soon as possible. We are unable to post reprinted tickets, and you will need to collect them in person from the Box Office prior to the performance. We will need to see your confirmation email, reference number, or the card you originally paid with before we can reissue your tickets. There is a reprint fee of £1 per ticket.

**What do I do if I'm having trouble registering or booking online?** KX Tickets is now the principle ticketing agent for *The Railway Children* and *In The Heights* at King's Cross Theatre. If you have previously booked for either performance through a different ticketing agent, you will need to register with us to make a new booking. If you are having difficulty registering or booking online, please contact us on the relevant number above, and we will be happy to help.

**What should I do if I haven't received an email confirmation?** Please check your 'junk' or 'spam' folders. If your confirmation email has been delivered to one of these folders, please add our address to your saved contacts. If you haven't received a confirmation email at all, please contact us on the relevant number above, and we will be happy to help.

**What if I want to exchange my tickets?** We can exchange tickets if you contact us at least 48 hours prior to a performance, subject to availability. We can only exchange tickets for those at the same or at a greater value, and there is an exchange fee of £1.50 per ticket. We are unable to post exchanged tickets, and you will need to collect them in person from the Box Office prior to the performance. Please note that you will need to return the original tickets by post or in person before we can issue any exchanged tickets.

**Can I get a refund for my tickets?** Once you have purchased tickets they cannot be refunded, unless the performance has been cancelled or rescheduled. KX Tickets is not liable for adverse weather conditions, travel arrangements, or other factors that may cause you to request a refund.

**Are there any age restrictions?** Children under two years of age will not be admitted to King's Cross Theatre, for any performance. Other restrictions apply, depending on which production you are booking for. Please check before purchasing your tickets.

**Do you take SOLT vouchers?** Unfortunately, we do not currently accept SOLT vouchers.

**Can I buy tickets for somebody else?** If you buy tickets for somebody else, or somebody other than the person who purchased the tickets will be collecting them, please contact the Box Office on the relevant number above, or by email. Without letting us know in advance, it may not be possible for people to pick up tickets without the confirmation email, reference number, or card that was used to purchase the tickets.

To see our full Terms and Conditions or our Privacy Policy, please go to [www.kxtickets.com](http://www.kxtickets.com)

## HEALTH AND SAFETY

The use of the theatre premises by individuals and selected groups is low risk, as all emergency systems are tested regularly, designated members of staff are trained to deal with an emergency or evacuation, and any hazards are controlled to the lowest levels practicable.

There are adequate first aid facilities on site, including trained personnel, to assist anyone who may become ill or have an accident at the venue.

Please see a risk assessment at the end of this guide for school groups (and other groups of children) attending a performance of either The Railway Children or In The Heights.

## VENUE CONTACTS AND FURTHER INFORMATION

King's Cross Theatre – [www.railwaychildrenlondon.com](http://www.railwaychildrenlondon.com)

The Railway Children – [www.railwaychildrenlondon.com](http://www.railwaychildrenlondon.com)

In The Heights – [www.intheheightslondon.com](http://www.intheheightslondon.com)

Venue staff can be contacted directly at [info@kingscrosstheatre.com](mailto:info@kingscrosstheatre.com)

The King's Cross Theatre Box Office can be contacted directly at [customers@kxtickets.com](mailto:customers@kxtickets.com)

## FEEDBACK

We are continually assessing our services and are grateful for any feedback regarding the information in this guide, and the level of service you have received. If you have any feedback for us – or would like to arrange a site visit prior to the performance you have booked for, please contact the Operations team at [info@kingscrosstheatre.com](mailto:info@kingscrosstheatre.com), or tweet us @kxtheatre.

# RISK ASSESSMENT

<b>Assessment</b>	School Groups
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<b>Description of activities:</b>
- School groups (and other groups of children) attending a performance of either <i>The Railway Children</i> or <i>In The Heights</i> .

<b>Who is affected by this operation?</b>									
Employees		Contractors		Public	✓	Young people	✓	Pregnant Women	

Description of hazards / risks	Likelihood	Consequence	Risk Factor	Risk ( <u>before</u> precautions have been taken)
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Before Precautions	Risk of tripping on steps	3	4	12	Tolerable
	Risk of injury due to failure of lighting or inadequate light	2	4	8	Adequate
	Risk of seat collapsing	3	6	18	Unacceptable
	Risk of fire due to build-up of litter under seating	3	6	18	Tolerable
	Risk of injury from loose seats	4	4	16	Tolerable
	Risk of injury from equipment overhead	2	5	10	Tolerable
	Risk of overcrowding	3	5	15	Tolerable
	Risk of public falling ill on site.	3	5	15	Tolerable
	Risk of injury due to fall from height into the train tracks	3	5	15	Tolerable
	Risk of injury to ears due to volume of sound	4	4	16	Tolerable
	Risk of injury due to theatrical haze used	4	4	16	Tolerable
	Risk of injury from fire	3	6	18	Unacceptable
	Risk of injury from collision due to shared FOH/BOH areas	4	4	16	Tolerable
	Risk of injury during train moves	3	6	18	Unacceptable
Risk of separation / lost children	3	4	12	Tolerable	
Risk of underage children consuming alcohol	3	5	15	Tolerable	

<b>Recommended precautions:</b>	
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Identified risks	Risk of tripping on steps	Stair edgings highlighted in different colour to step surface. Adequate lighting with emergency backup lighting. Trained ushers in attendance to assist with evacuation. Level access seats available at every performance for any customers with limited mobility.
	Risk of injury due to failure of lighting or inadequate light	Secondary and emergency lighting system in place, as well as illuminated exit signs. Schedule of monthly lighting tests & servicing in place.
	Risk of seat collapsing	Daily seating & structure checks completed & logged. Monthly seating service from seating contractor. Weekly structure service from structure contractor.
	Risk of fire due to build-up of litter under seating	No smoking venue (including electronic cigarettes) No live flame on site excluding flame on stage under controlled conditions.
	Risk of injury from loose seats	Daily seating & structure checks completed & logged. Monthly seating service from seating contractor. Weekly structure service from structure contractor.
	Risk of injury from equipment overhead	Weekly structure checks completed by structure contractor. Regular overhead rig checks completed by production team. Adverse weather evacuation procedures in place. 'Closed' & limited access during working overhead.
	Risk of overcrowding	Ushers trained to manage crowds and restrict flow when necessary. Security monitor the number of patrons coming on site.
	Risk of members of the public falling ill on site	All Duty Managers and Supervisors first aid trained. First Aid equipment in place across the venue. Emergency procedures in place including access for emergency vehicles at all times.
Risk of injury to ears due to volume of sound	Children under 2 & babes in arms not permitted to attend the performance. Flexible policy to allow customers with hearing sensitivity to exit and re-enter.	

**Recommended precautions (continued):**

<b>Identified risks</b>	Risk of injury due to fall from height into the train tracks	Low stage manned by ushers throughout incoming, performance & outgoing. Ushers in attendance trained to instruct all customers to remain on carpeted areas. Ushers in attendance trained to remain vigilant & monitor the platform at all times. First Aid & Venue Management emergency plans in place.
	Risk of injury due to theatrical haze used	Appropriate levels of haze used to create the desired effect. Organic haze fluid used. Sufficient ventilation throughout the building to allow haze to disperse quickly.
	Risk of injury from fire	Written Fire Evacuation & Venue Management Safety Systems in place Regular fire safety training & evacuation drills conducted Fire extinguishers located in all areas of building (FOH & BOH) Fire inspection undertaken by London Fire Authority December 2014. All carpets, drapes, seat, set constructed of fire retardant material. Howler call point alarm system in place.
	Risk of injury from collision due to shared FOH/BOH areas	All 3 auditorium doors are closed during the performance. All doors are closely monitored by ushers to prevent unauthorised access. Patrons are escorted to and from the auditorium by trained ushers. Entry points have been carefully planned to ensure a clear route for both company and patrons.
	Risk of injury during train moves	Pre-show announcement made asking all patrons to stay seated during the train moves. Ushers trained to be extra vigilant re: patrons entering / exiting during the train moves. Stage Manager instructed to stop the train movement if a patron is approaching / near the platforms and/or obstructing the line of vision.
	Risk of separation / lost children	Supervisors at the site entrance ensure that children under 11 are be accompanied by an appropriate number of staff / adults. Lost Child policy in place: Two members of staff accompany the child to the Merchandise Stand immediately, and inform other staff by radio. Security and ushers supervising site and BOH exits to ensure children do not leave alone.
	Risk of underage children consuming alcohol	Bar staff trained to ask for ID if people appear under 25. All staffed trained to remain vigilant re: underage drinking.

Description of hazards / risks		Likelihood	Consequence	Risk Factor	Risk (after precautions have been taken)
<b>After Precautions</b>	Risk of tripping on steps	2	5	10	Adequate
	Risk of injury due to failure of lighting or inadequate light	1	4	4	Acceptable
	Risk of seat collapsing	1	6	6	Acceptable
	Risk of fire due to build-up of litter under seating	1	6	6	Acceptable
	Risk of injury from loose seats	1	4	4	Acceptable
	Risk of injury from equipment overhead	2	6	12	Tolerable
	Risk of overcrowding	1	5	5	Acceptable
	Risk of public falling ill on site.	2	5	10	Adequate
	Risk of injury due to fall from height into the train tracks	2	5	10	Adequate
	Risk of injury to ears due to volume of sound	1	4	4	Acceptable
	Risk of injury due to theatrical haze used	1	2	2	Acceptable
	Risk of injury from fire	2	6	12	Tolerable
	Risk of injury from collision due to shared FOH/BOH areas	1	4	4	Acceptable
	Risk of injury during train moves	2	6	12	Tolerable
Risk of separation / lost children	2	4	8	Adequate	
Risk of underage children consuming alcohol	2	5	10	Adequate	

**Details of further action required:**

- Continue with all regular training and briefings relating to evacuation, underage drinking, crowd management / access, First Aid.
- Continue with all regular site and venue checks including seating, structure, equipment, facilities and special effects.

<b>Assessed by</b>	Shane Hough	<b>Position</b>	Deputy Operations Manager	<b>Signed</b>	Shane Hough	<b>Date</b>	12.04.16
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<b>Likelihood</b>	<b>1</b> Very unlikely	<b>2</b> Unlikely	<b>3</b> May occur	<b>4</b> Likely	<b>5</b> Very likely	<b>6</b> Will occur
<b>Consequence</b>	<b>1</b> Very minor injury	<b>2</b> Minor injury	<b>3</b> Lost time to injury	<b>4</b> Major injury	<b>5</b> Single fatality	<b>6</b> Multiple fatality
Risk Factor 0-6 Acceptable No further action required, but ensure controls are maintained		Risk Factor 7-11 Adequate Look to improve at next review		Risk Factor 12-17 Tolerable Look to improve within specified timescale		Risk Factor 18-36 Unacceptable Stop and make Immediate improvements