

RELAXED PERFORMANCE GUIDE



King's Cross Theatre is a brand new purpose built venue currently showing the popular adaptation of E Nesbit's classic novel, *The Railway Children*. This guide will explain all of the facilities available at the venue, and help you plan your visit.

The relaxed performance on the 22nd June at 14:30 is designed to account for the needs of people who may benefit from a more relaxed environment, including people with autism, sensory and communication disorders, or a learning disability. Some changes will be made to the production as necessary including sound levels, lighting and sound effects.

The Railway Children lasts **two hours and twenty minutes** including a twenty minute interval, and is recommended for anyone aged two and over. Children under two years of age will not be admitted. Children under eleven must be accompanied by an adult at all times. The bar and general foyer area are open from 13:30 - one hour before the show. everybody wishing to enter the auditorium must have a valid ticket for that performance.

Unfortunately, there is not a cloakroom on site, and audience members will need to keep belongings with them at all times, storing them underneath their seat if necessary. For this reason, very large bags or suitcases will not be permitted. There is an unattended 'Buggy Park', where audience members can leave push-chairs and strollers.

Please note that filming and photography are not permitted inside the auditorium, and that the performance contains some special effects, including haze, however they will be minimised for this performance.

If people arrive late they will be admitted at the first suitable point, which is approximately fifteen minutes into the show. People will be able to leave the auditorium during the show for any reason and will be able to re-enter. However, there are points within the show where you may need to wait a few minutes to be readmitted, due to what is happening within the show.

If the information you need is not in this guide, or to see a list of frequently asked questions, please visit our website, www.railwaychildrenlondon.com. The venue can be contacted directly by emailing info@kingscrosstheatre.com, and the Box Office team can be contacted by emailing customers@kxtickets.com – please let us know if you would like our full Access and Groups Guide.

To book tickets, please call KX Tickets on 0844 815 7121.

ACCESSIBILITY

We recommend that customers with any access requirements book directly with our principal ticketing provider, KX Tickets, rather than alternative ticketing agencies, to ensure we can deliver the best experience possible. 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. There will also be additional volunteers from The National Autistic Society present on the day. If think you might need any assistance, please let us know when you book your tickets, or when you arrive.

LEVEL ACCESS

There is level access from the street to the Box Office and main entrance, and then a staircase (24 stairs) with a handrail on both sides that leads down to the foyer. There is also a lift, which is operated by a member of the Front of House team.

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 auditorium itself is accessible twenty-five to thirty minutes before the show starts.

WHEELCHAIR SPACES AND TRANSFERRING

Seats 1-6 in Row A on both Platform 1 and 2 can be removed to accommodate customers who are staying in their own wheelchair (for each wheelchair we remove two seats, so there is space for six in total across the whole auditorium). 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 need 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, so customers are advised to make use of the facilities prior to taking their seats. We do not have electronic hand dryers in any of the toilets.

HEARING ASSISTANCE

King's Cross Theatre has an audio induction (hearing loop) system, which works in all areas off the auditorium. This provides 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 many special effects, including loud sound effects, it may be preferable for staff to look after them in the foyer, and bring them to customers on request.

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.

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.