

**CHICHESTER
FESTIVAL
THEATRE**

Access

Making theatre
accessible for all



Welcome to Chichester Festival Theatre

Chichester Festival Theatre is one of the UK's flagship theatres and has a flourishing international standing. Since it opened in 1962, its reputation for excellence has continued to grow as some of our finest actors, directors and playwrights have been drawn to work on its unique stages.

Our Promise

While working within the confines of a Grade II listed building, we aim to ensure our customers have an enjoyable and memorable visit to the theatre.

If you have any feedback or questions about a particular issue not covered in this leaflet, please contact the House Manager on 01243-784437 or email access@cft.org.uk.

For more detailed access information and to download this guide, go to www.cft.org.uk/access.

How to Get Here

Chichester is easily accessible by road. The M27 and A27 run along the coast linking Hampshire, Sussex and Kent. The M3 and A3, A29, A259 and A2 connect Portsmouth, Southampton, mid-Sussex and London.

Chichester train station is approximately a 15 minute walk. Taxi companies operate directly from the station.

20 minute parking is provided outside the Box Office for use when booking tickets and for dropping off and picking up.

There are nine non-reservable spaces for Blue Badge holders in the council operated Northgate car park next to the theatre. **On matinee days the car park gets very busy, so please allow plenty of time.**

A location map can be found on page 6.



Booking Tickets

The Box Office is located in the Festival Theatre foyer.

It is open for personal callers and telephone bookings Monday - Saturday, 10am until 8pm (6pm when no performance) and on Sundays from two hours before the performance.

The Minerva Box Office is open from one hour prior to the performance and is located on the right hand side of the foyer.

Early booking is advised for those requiring a wheelchair space.

Concessions are available for customers with disabilities. These are available by contacting the Box Office.

Please discuss any access needs and requirements with the Box Office or House Manager.

Full price tickets can be booked online at www.cft.org.uk. The website is WAI Level A and CSS compliant.

Food and Drink

Our restaurant, The Brasserie in the Park, is situated in the Minerva Theatre building. The Brasserie Downstairs is accessed by level entry on the ground floor and the Brasserie Upstairs can be accessed by the public lift or by 17 steps with a handrail.

Interval ice creams and drinks can be brought directly to customers in their seats to avoid the need to return to the foyer during the interval. Please speak to a member of Front of House staff before the performance.

There are bars in both theatres.





Accessible Toilets

Both theatres have accessible toilets. These are located by the lift in the Festival Theatre and on the first floor of the Minerva Theatre.

Assistance Dogs

Hearing and guide dogs are welcome in both theatres, but please inform the Box office when booking as there are limited spaces. For customers not wishing to take their dog into the auditorium, theatre staff are available to ensure they are well looked after.

General Access

Festival Theatre

There is a dropped kerb entrance to the foyer by the Box Office for wheelchair users and those with limited mobility.

An accessible doorbell is situated on the front of the building which can be used if you require assistance during Box Office opening times.

There is a lift situated by the Terrace Bar which is always manned by Front of House staff during performance times and is available from approximately 30 minutes before the performance.

Alternative access is provided by between one and three flights of stairs depending on seat location. All staircases are fitted with handrails, except for those inside the auditorium.

The steps inside the auditorium are small and shallow. Box Office and Front of House staff can advise customers of the best route to their seats at the time of booking or when arriving for the performance.

Minerva Theatre

The Minerva Theatre building is accessible by a dropped kerb. It too has an accessible doorbell at the front of the building.

The auditorium can be accessed by the lift in the foyer, or by ascending 17 steps.

The Steven Pimlott Building

Facilities include an accessible toilet and lift.



Access Information

Mobility Access

We understand that some of our customers have limited mobility and may need some assistance during their visit to the theatre.

Walking sticks and crutches can be taken into both theatres but we regret that we cannot allow any walkers or equipment that will not fit safely under the seats. An area is provided for the deposit of this equipment.

Whilst we will always try to assist in any way we can, access is restricted in some areas of our buildings.

The Box Office and Front of House staff are trained in accessibility and are on hand to answer any questions.

Wheelchair Access

We regret that, in accordance with the theatre licence, customers may not transfer from a wheelchair to a theatre seat inside the auditorium.

There are eight wheelchair spaces in the Festival Theatre and two in the Minerva Theatre. These seats are bookable by calling or emailing the Box Office; currently they cannot be booked online.

We have three wheelchairs available to borrow, subject to availability; please reserve in advance with the Box Office or House Manager.

Hearing Enhancement

Both theatres are fitted with a Sennheiser Infra Red System offering a wide choice and availability of listening units.

Actuators are available for those customers using the Loop System to retain the comfort of their own hearing aid whilst in either theatre.

Listening units are available from the Cloakroom in the Festival Theatre and from Front of House staff outside the Minerva Theatre auditorium. Seat numbers will be required upon collection.



The units cannot be reserved and are allocated on a first come first served basis.

We offer this service free of charge.

Both Box Offices are fitted with an Induction Loop.

Signed performances are available in the Festival Theatre on selected dates during the year and are indicated in the season brochure.

Visual Impairments

Touch tours can be arranged to enable customers to explore the set, props and costumes used within specific productions. These take place 90 minutes before a described performance and last approximately 30 minutes.

Touch tours, offering customers the chance to explore the theatres are also available, although some backstage areas are inaccessible due to the nature of the buildings.

Please contact the House Manager for more information or to book. Touch tours are subject to availability.

Braille is available on all row ends and numbers on individual seats in the Festival Theatre. Braille and large print cast lists are available for all Festival productions. We are able to provide seasonal brochures on audio CD upon request. Please email access@cft.org.uk for more information.

Audio Described performances are available on selected dates for all Festival season productions in both theatres and for many of our Autumn and Winter productions. These are indicated in the season brochure.

If you are unable to attend on these dates, we may be able to arrange an alternative; please contact the House Manager for more information.

Headsets can be collected from the Audio Describers at the Theatre shop in the Festival Theatre and outside the Minerva Theatre auditorium.



Useful Contact Information

House Manager

Telephone: 01243 - 784437

Email: access@cft.org.uk

Box Office

Telephone: 01243 - 781312

Email: box.office@cft.org.uk

The Brasserie in the Park

Telephone: 01243 - 782219

Website: www.cft.org.uk/foodanddrink

Website

www.cft.org.uk/access



CHICHESTER FESTIVAL THEATRE

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