

Visual Guide

This information is designed to help you prepare for a visit to the **Palace Theatre** in Paignton.

Created by

**Heritage
Ability**



A project by the English Riviera UNESCO
Global Geopark



United Nations
Educational, Scientific and
Cultural Organization



English Riviera
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General Information



The Palace Theatre has great shows and events to offer which take place at different times of the day.

You can find out what events are happening by looking on the theatre website or calling the box office on 01803 665800.

You can book up to 6 seats for an event.

Getting There



The theatre is located on Palace Avenue where street parking is available.

Parking charges apply during the daytime (except on Sundays).

There are accessible parking spaces in Palace Avenue, directly opposite the theatre entrance.

Entering the Theatre



There is a drop off zone directly outside the Theatre.

When you arrive for your event a member of the team will be outside the auditorium to direct you to the appropriate entrance based on your seat number.

You must wear a face mask inside the Theatre.



There is an accessible pathway to the main entrance of the Theatre.

There are markings on the floor to ensure social distancing.



At the top of the path is a push pad for the front doors to the Theatre. These doors will often be open anyway whilst guests arrive for the event.

When entering the theatre for a performance there will be a member of staff in the foyer that can assist you.

When entering the theatre for the box office, turn left and enter the bar.



The second entrance to the Theatre is to the left of the building. This is used occasionally for large or complex events.

There are steps up to the doors with handrails on either side.

When entering via this door please walk straight ahead to the foyer where a member of staff can assist you.

Visitor Reception



Our friendly staff will welcome you at the visitor reception. All staff will be wearing face coverings.

The Theatre are operating the track and trace system. The QR code is on the visitor reception, or alternatively contact details can be taken using paper.



You will have your temperature taken at the visitor reception. A thermometer is held in front of your forehead, no contact is made with you.

If your temperature is consistently showing as high you may be refused entry to the Theatre to ensure the safety of other guests.



There is a hand sanitiser dispenser to the right of visitor reception.

The touch points within the Theatre are regularly cleaned.



You will see markings on the floor to help ensure social distancing.

As you go passed visitor reception you will enter the auditorium.



The booking system will block out seats around you to ensure social distancing between groups visiting the Theatre.

The black seat covers are used to show that these seats cannot be used, they change per event.



The current seating capacity is between 100 to 120 people.

There is level access to the first 4 rows.

Other rows are accessed via stairs on each side of the auditorium, each staircase has a handrail.



There is another entrance to the auditorium which brings you to the back seating area.

This entrance is accessed via steps which can be found as you turn left at visitor reception and go through the double door towards the bar. The stairs are on the left.

The steps curve round to the right at the top.



The auditorium lights will dim during the show.

If flashing lights are part of the show you will be informed beforehand.

The music and noises may be loud at times.



We ask that you remain seated once in the auditorium.

We offer an at seat service for drinks as the bar is currently closed. We would ask that you pay by card where possible,

If you need to use the toilet please indicate to a member of staff who will direct you.



Once the show has ended we ask that you remain seated until directed to exit by a member of staff.

This is to manage the flow of people leaving the Theatre at any one time.

Facilities



There is an accessible toilet near the main entrance to the Theatre.

Turn right before you get to the visitor reception and you will see the accessible toilet directly in front of you.



Turn left just before the visitor reception to find the toilets which are down a flight of stairs.

The stairs curve to the right at the bottom. There are handrails on both sides.

The gents toilet is to your left at the bottom of the stairs and the ladies is to the right at the bottom of the stairs down the corridor.

Alarms



The fire exit is straight ahead of you as you enter the level access part of the auditorium.

If the fire alarm goes off you will be directed out by the staff. The meeting place is the park opposite.

Quiet Room



If you need somewhere quiet to retreat to, please speak to a member of staff.

The Palace Theatre does not have a designated Quiet Room but staff will do their best to assist you.

Stage Left



Stage Left is a flexible space for events towards the back of the Theatre building.

Groups meet here to exercise or for classes.

Contact the Theatre directly to find out what's going on at Stage Left.



The entrance to Stage Left is via the Doorstep Arts entrance which is to the left of the Theatre building.



On entry there are hand sanitiser points.

Events will be organised in line with government guidelines ensuring social distancing.



Walk through to your left and you will enter the room where events take place.

There are 2 steps up into the room. A portable ramp is available for wheelchair users.

Facilities



Both the ladies and gents toilets are found on the right hand side of the room.

Alarms



There is a fire exit in the far left corner at the back of the room.

If the fire alarm goes of you will be directed out by the staff. The meeting place is the park opposite.

This visual guide is part of a suite prepared for the English Riviera UNESCO Global Geopark and funded by Torbay Council's Voluntary and Community Sector Covid 19 Grants Scheme as part of the Geopark Covid Transformation Project 2020



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