

The Y Theatre”

ACCESS PACK

ALL YOU NEED TO KNOW FOR YOUR VISIT



WELCOME!

At The Y Theatre we believe the arts is for everyone, and we're thrilled that you're planning a visit. The most important thing to support access for everyone is information, so you know what to expect from your visit and can plan accordingly.

Being Leicester's oldest theatre, we know that in some cases we aren't the easiest venue to visit, and while we are actively working to improve that, the point of this pack is to be honest about our facilities so you don't face any surprises.



This booklet is designed to be a general guide to our facilities and what you can expect from a visit to The Y Theatre. If we have missed anything out or you still have further questions, please feel free to contact us, we are always happy to help.

Similarly, if there is something we have missed that you think we should include or offer, please let us know. We know each individual has different needs and we will always do our best to facilitate your request.

As we improve our facilities and learn more about what can improve your experience, we will update the information in this document and on our website. To ensure you have the latest information, we recommend joining our **Access Scheme**. Not only will you be able to book your own access seats and claim your free companion ticket online, you can also select to receive updates on our access improvements so you always know what to expect.

We look forward to welcoming you to theatre soon.

The Y Theatre Team



This pack is available in large print and audio formats

visit www.ytheatre.co.uk/plan-your-visit/accessibility/

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ACCESS SCHEME

WHAT IS THE ACCESS SCHEME?

We want to make your visit as easy and enjoyable as anyone else's. Our Access Scheme aims to remove some of the extra work that disabled people have to do to be able to confidently attend an event. Joining the Access Scheme allows you to:

- Tell us about your access needs once instead of every time you visit
- Book accessible seats online for any show
- Claim your free companion ticket online when you book your tickets

HOW DOES IT WORK?

Once set up, your access needs are connected to your booking account. This means you can book tickets online and one ticket will be automatically discounted as your free companion ticket, and you will be able to select our reserved access seats if you need them. These are pairs of seats that we hold up until the day of the show, or until the show sells out, that we think are most suitable for a variety of access needs. This is so that no matter how well the show is selling you should be able to find seats to suit you.

On the day of the event, we check the access needs of anyone attending and ensure they are in place for you when you arrive, so you don't have to contact us every time.



You do not need to join the Access Scheme to receive accommodations

You can choose to call or email our box office to book and let us know of accommodations each time. The scheme only intends to remove this extra work for you.

HOW DO I JOIN?

To join the scheme just visit www.ytheatre.co.uk/access and complete the sign up form. If you require assistance to complete the form you can contact box office on 0116 255 7066 and they can complete the form with you over the phone, or email boxoffice@ytheatre.co.uk to let us know what help you need.



The form takes approximately 4 minutes and asks for your name and contact details as well as any accommodations you need. You can share as much or as little as you like but our focus is on what helps you, not what your disability is. For example, instead of saying you have sightloss, you can select that you need a seat near the front or large print documents.

You will not be asked to provide proof of your disability.

WHAT DOES THE FORM INVOLVE?

The form consists of nine questions.

You will first be asked to provide your name and contact details. This is so we can create your profile on our ticketing system and enable the online access to the reserved access seats and the free companion ticket. The details we ask for are:

- First name
- Last name
- Email address
- Telephone number
- Postal address

Your details will only be used to give you the Access Scheme benefits and to contact you about your booking and access needs.

Next you will be asked to tick any accommodations you need from a list. You can select as many options as are relevant, with a further question allowing you to specify anything we haven't listed.

Lastly you will be asked about how we can contact you, firstly in relation to your bookings and access needs, secondly whether you would like to join our email list to hear about upcoming events.

TICKETS

Tickets can be purchased online, over the phone, or on the night subject to availability. We would always recommend booking in advance to ensure we are able to set up any accommodations you might need.

As a disabled customer you are able to claim one free ticket for a companion to support you in accessing the show. We also hold some seats in the stalls until the day of the show, or until it is sold out, to ensure those that need level access, need to be near an exit, or need to sit closer to the stage, are able to attend. However just because these seats are marked as **Access seats** does not mean that you have to use these specific seats. See the section on The Auditorium for further information on which seats might be most suitable for you.



BOOKING ONLINE

To book online, visit www.ytheatre.co.uk. You will first see our homepage. To view our list of events click Whats On at the top of the screen. If you are on a mobile device you go to the three lines in the top-right corner and the menu will open.

Once you have found the show you would like to book tickets for, click **Book tickets now** which is the large button under the date of the show. You will either see a seating plan or a list of the prices available.



If you have joined our Access Scheme you will need to sign in to get your benefits

Go to the top right-hand corner where it says **Login or register**. This will bring up a box to enter your login details, which will be your email address and the password you set. If you have forgotten your password use the **Forgot your password?** link underneath the sign-in boxes.

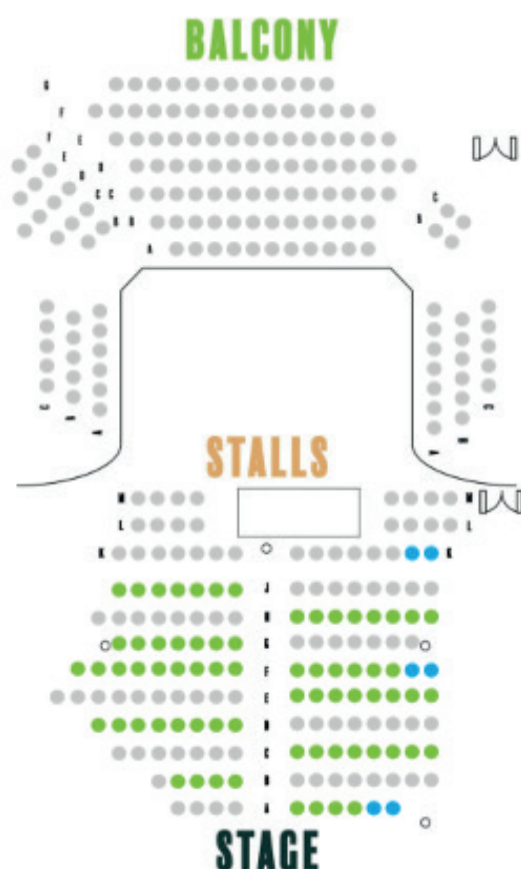




9 If there is a seating plan

The seating plan will look something like this, with seats colour-coded to match the ticket prices shown. The light grey seats are unavailable to book. The stalls seating is towards the bottom of the screen, and the balcony seating towards the top. See the **Auditorium** section for information on which seats might be most suitable for you.

Click on the seats you would like to purchase, then click **Confirm selection**. If there is more than one price available for the seats you have selected (e.g. concessions) you will see a dropdown list to select the price for each seat. If you are signed up to the Access Scheme, one ticket will automatically be discounted once added to your basket.



9 If there is a list of prices

Use the dropdown box next to the relevant ticket price and select the number of tickets you would like. If you are part of our Access Scheme, one ticket will automatically be discounted once added to your basket.

When booking online, if there is a concessionary rate available for a show, one of the prices you can select is Disability. You do not need to provide any proof if you buy these tickets. To get your free companion ticket for multiple shows you must book each show separately. You can book for your whole party rather than just you and your companion.

When you are ready to finish your booking, hover over the shopping trolley icon in the top-right corner and click **Go to cart page**. Here you will see a list of everything you have selected to see and the price. Click **Continue** at the bottom of the page.



BOOKING BY PHONE

To book by phone call **0116 255 7066**. Our box office line is open 9am-5pm Monday to Friday. You will need to know what show you would like to attend, how many tickets you would like, an email address we can send your tickets to, and a payment card.



BOOKING ON ARRIVAL

To book in person, arrive in plenty of time before the show and approach the bar. Staff will be able to contact the supervisor to take your booking.

We are only able to take card payments and we only use digital tickets so you will either need to provide an email address to receive these, or give your name that will then be used for entry.

GETTING HERE



BY BUS

East Street is in the city centre with major bus links available including Arriva Bus and First Leicester Bus. We are a 10 minute walk from Haymarket

Bus Station (postcode LE1 3AF) and a 15 minute walk from St Margaret's Bus Station (postcode LE1 3AG). Many bus services run along London Road and stop at the train station which is directly opposite the Theatre.



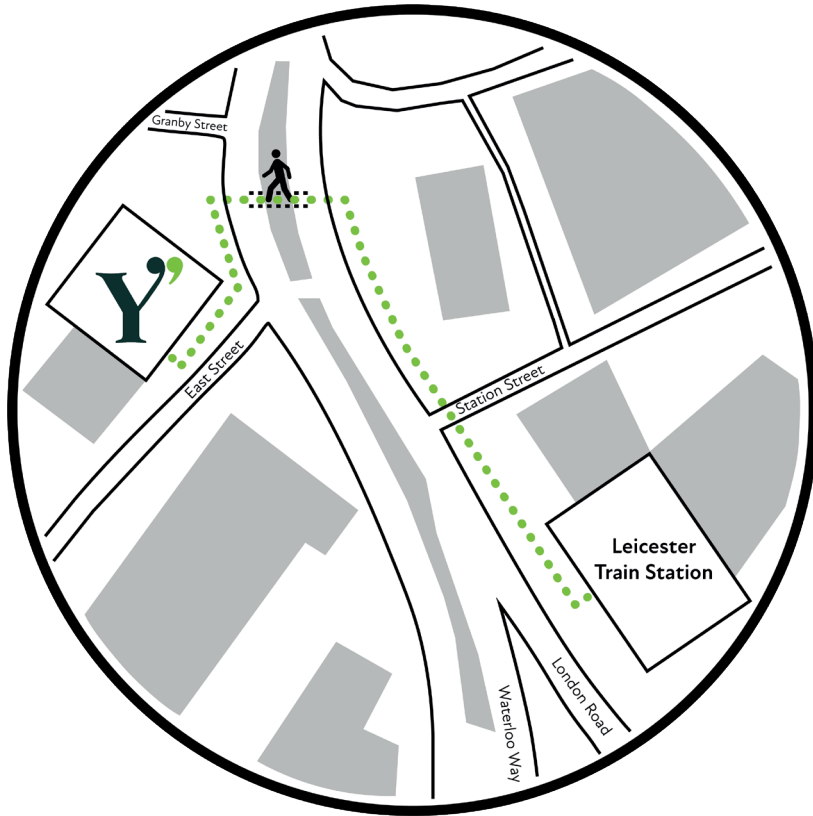
BY BICYCLE

We have sheltered cycle parking available inside, please speak to our front of house team and they will be happy to assist you in parking your bike. The nearest public cycle parking is on East Street directly in front of YMCA Leicestershire, or across the road at the train station. There are dedicated cycle lanes down London Road and Lancaster Road making it even safer to travel by bike.



BY TRAIN

The Theatre is opposite Leicester Train Station which operates East Midlands Trains and other local services. Trains run regularly to London and Birmingham for onward travel.



From the station

Exit through the main doors of the train station out onto London Road. Turn right, crossing over Station Street, and cross the main road at the pedestrian crossing. Turn left and take the first right onto East Street. The Y Theatre is on the right.



BY CAR

The postcode for the theatre is LE1 6EY and there is a loading bay directly in front of the main entrance that is suitable for drop-off.

Parking

There are a number of parking options within close proximity to the theatre. Over the page we provide some but we recommend checking the information either online or when you arrive.



📍 **Dover Street Car Park**

This is the closest car park to the theatre. Situated behind the theatre, approximately 200m to our main entrance, Dover Street is a surface-level car park. It has 14 disabled bays and is free for blue badge holders. The post code is LE1 6PW. To see the current parking rates visit [Leicester City Council's Website](#) and select Dover Street from the list.

📍 **Leicester Train Station Car Park**

Just across the road from the theatre, Leicester Train Station car park is a surface-level car park with 498 spaces. It has 15 accessible bays. The post code is LE1 1PG. To view the current parking rates visit [East Midlands Railway's website](#) and select Leicester Train Station from the list.

📍 **On Street Parking**

There is pay and display on street parking around the local area with South Albion Street and Dunkirk Street being the closest. East Street also has a section of single-yellow-line. On street parking is free after 6pm.

📍 **Further Parking Options In The City Centre**

Approximately 10 minutes away there are NCP Leicester Welford Road, post code LE2 7AD, Newark Street Car Park, post code LE2 7AD, Haymarket Centre Multistorey, post code LE1 3HR, and Highcross Rooftop Car Park, post code LE1 4FY.



DROP OFF POINT

There is a loading bay outside the main theatre entrance that can be used for pick-up and drop off.



East Street is on an incline that some people may find difficult

The incline is upwards away from Granby Street and the train station, towards the NCP car park and South Albion Street.



FACILITIES

THE BAR

When you first enter the building through the main entrance there is a slight ramp to get to the bar level. The doors to the auditorium are directly in front of you; there will be a rope across and the auditorium doors closed until we are ready for the audience to enter.



The bar space is to your right. There are tables and chairs around the space with the bar against the opposite wall (approximately 8m from the main doors). The bar height is 113cm and serves a variety of bottled beers, wines, ciders, spirits, soft and hot drinks as well as some crisps and nuts. If you have a severe nut allergy please let us know and we will remove all nuts from sale.

If for some reason you cannot access the bar to order your refreshments, please inform a member of staff who will happily take an order for you. You can recognise our staff as they are dressed in smart black clothes and wearing a lanyard.

TOILETS

The standard public toilets are downstairs (15 steps) and are currently split into men's on the right and women's on the left. Many shows categorise these as "toilets with urinals" and "toilets with cubicles". The women's contains 3 cubicles, and the men's contains 1 cubicle and 3 urinals. Slightly further down the stairs there are also some changing rooms. The women's contains a further 2 cubicles and the men's contains 1.

The accessible toilet is on the same level as the bar and theatre stalls. It uses a regular handle-tilt lock rather than a radar key as the door slides open to a width of 77cm. The space inside is 138cm x 177cm and it contains a toilet, sink, grab rails, alarm, paper towel dispenser, bin, sanitary bin and fold-down baby changing table.

We are aware our accessible toilet is not suitable for all customers' access needs and are currently working on plans to improve all of our toilet facilities. The nearest Changing Places facility is at Leicester Museum (LE1 7EA) or Attenborough Arts Centre (LE1 7HA).



THE AUDITORIUM

THE SPACE

The Theatre is split into two sections – the Stalls and the Balcony.

9 Stalls

The Stalls has step-free access from the street and has double-doors to enter. These doors are held open when the auditorium is ready before the show, at the interval, and after the show. For music gigs they are open throughout the event. A member of staff is stationed by these doors at all times so if you need any assistance they will be able to help you.

There is a set of doors to the right of the stage. These doors are for exit in an emergency only.

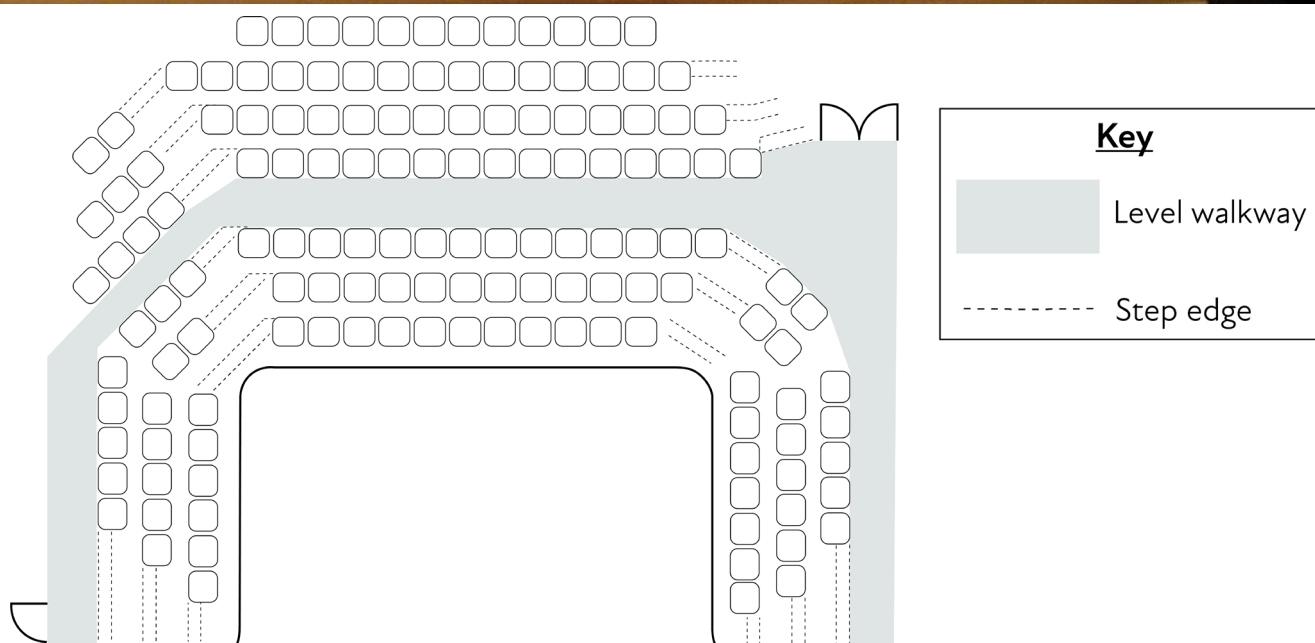
Some of our music gigs have standing in the stalls. If this is the case, the tickets will clearly say Standing. Currently we are not able to create a safe viewing platform for customers that need to be seated but cannot access the balcony, and as such cannot guarantee a good view for these customers at standing gigs.

9 Balcony

The Balcony is up a set of 21 steps and is tiered, see the diagram opposite for location and number of stairs. There is a handrail going up the stairs to the balcony on both sides but not for any of the steps on the balcony itself. Unfortunately there is no lift to access this level. To compensate, we hold seats in the stalls until the day of the show, or until a show sells out, to ensure that those who need step-free access are still able to attend.

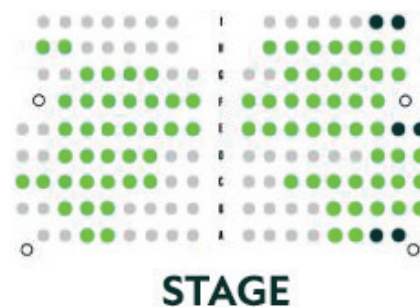
There is a set of doors to the right of the stage on the opposite corner of the balcony to the main entrance doors. These doors are for exit in an emergency only.





ACCESS SEATS

The dark green seats on the diagram are the ones we hold until the day of the event or until the show sells out. We have chosen these as they are on the same side of the auditorium as you enter so reaching them is easy, and we have held some at the front, middle and back to suit a variety of needs. You are welcome to choose any seats on the plan and do not have to stick to these seats.



If you are a wheelchair user you may find the front row access seats quite cramped due to it being very close to a pillar. We would always recommend seats down that side of the auditorium so you are not trying to cross through rows, but the end of any row will be suitable as our flexible seating means we can remove any chairs. If you prefer to transfer, there is also ample space on that side of the auditorium to store your chair while you are not in it, so you can feel confident of its safety.



OUR CHAIRS

Being comfortable while you enjoy the show is always important, and the chair you sit on can have a big impact on that. As we have two different types of seats we wanted to make sure you have all the information so you can choose where would suit you best.



Stalls

In our stalls we use a flexible seating system so we can add or remove chairs as appropriate. The specification for these chairs is below. If you use a wheelchair or have specific seating requirements please let us know and we can advise of the best places for us to remove seats to accommodate anything you bring with you.

Description:

Folding chair, stays in position when tipped. Double rolled steel frame with tip up seat. 'B' shape back. Upholstered seat and back. Chairs link together at the frame edge. Unfortunately we do not know the load limit for these chairs.

Width: 46cm

Depth: 55cm

Seat height: 48cm



Balcony

Our balcony has built in seats with armrests, the details of which are below. There is currently no step-free access to the balcony level. Row D provides a walkway to the far side of the balcony and as such is the best for legroom.

Description: Folding chair, tips back to upright position when vacated. Wooden frame with curved back. Upholstered seat and back. Chairs fixed in place with armrests. Unfortunately we do not know the load limit for these chairs.

Width: 41cm

Width between armrests: 42cm

Depth: 40cm

Seat height: 36cm at the back to 43cm at the front

EMERGENCIES



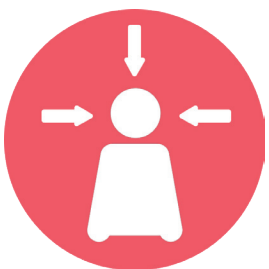
EVACUATION

In the event of an evacuation there will be an announcement and staff will direct the audience to leave through the safest route. In the vast majority of cases this will be out the way you came. If for some reason that route is not safe, there is another exit that opens on to Granby Street. This includes 15 stairs to reach street level. If you are unable to use the stairs we have an Evac Chair that can be used to bring you out of the building safely, and our staff are fully trained in using this.



FIRST AID

Should you or a member of your party be injured or require any assistance, find a member of our Front of House team. They will be able to radio for the First Aider on duty who can then assist you or contact the emergency services.



FEELING UNSAFE

If at any point you feel unsafe, whether as a result of discrimination, the behaviour of someone else, or for another reason, please find a member of staff. If you feel unable to ask for help for fear of the person finding out, approach a member of staff and ask for Angela or Clive. The staff member will take you to a safe place where we can work out how best to help you. That might be calling the emergency services to support you, arranging a taxi home, just giving you some space.



We operate Ask for Angela and Ask for Clive

Ask for Angela targets those experiencing abusive or threatening situations, and Ask for Clive targets discrimination against someone's gender or sexuality. You can use either to alert us to any situation where you feel uncomfortable.

CONTACT US

BOX OFFICE 0116 255 7066

Our box office is open Monday to Friday 9am-5pm

ONLINE www.ytheatre.co.uk

You can book tickets online 24 hours a day and right up until a show starts.

GOT A QUERY?

If you have a query about anything to do with your visit you can call the box office or email boxoffice@ytheatre.co.uk

