What to expect when you come to Watford Palace Theatre

![A car parked in front of a building

Description automatically generated with medium confidence]()

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| Wave Gesture with solid fill | **Welcome!**  We are really excited to welcome you into Watford Palace Theatre |
| Information with solid fill | This guide will give you more information on what you can expect when you come and visit the theatre |
| A picture containing athletic game, sport  Description automatically generated | At the end there is a word guide which explains what the words in **purple** mean |
| A car parked in front of a building  Description automatically generated with medium confidence | **Outside**  This is what the building looks like from the outside |

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| Door Open with solid fill | **Entering the theatre** |
| A bench in front of a store  Description automatically generated with medium confidence | **There are 2 entrances to the theatre**  This door leads straight into our **café**  There is level access from the street into the building |
| A restaurant with tables and chairs  Description automatically generated with medium confidence | This is what the café looks like |
| A picture containing text, building, outdoor  Description automatically generated | These doors lead to our **foyer** |
| A picture containing floor, indoor  Description automatically generated | When you come through this door there are **3 steps** in front of you |
| A picture containing floor, indoor  Description automatically generated | There is also a **ramp** to the left |
| A picture containing text, indoor, ceiling, floor  Description automatically generated | This is our foyer area which leads to our café, **box office**, lift and stairs |

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| Group with solid fill | **Staff** |
| A person standing in a restaurant  Description automatically generated with medium confidence | The **Front of House** team are available to help and support your visit to the theatre |
| Shirt with solid fill | The Front of House team wear different coloured polo shirts with the Watford Palace Theatre logo on  The colours you might see are:   * **Navy blue** * **Orange** * **Blue** * **Red** * **Black** |

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| Ticket with solid fill | **Tickets** |
| Diagram  Description automatically generated | When you book tickets for a performance you can choose **where you would like to sit** |
| Text  Description automatically generated | You can book tickets before you come to the theatre on our website |
| Receiver with solid fill | You can also call the box office **on 01923 225 671** |
| Email with solid fill | We will **email** your tickets to you |
| A picture containing text, ceiling, indoor, area  Description automatically generated | You can also buy tickets at our **box office** |
| Ticket with solid fill | Tickets booked at the box office will be emailed to you  They can be printed if you do **not** have access to email |
| A restaurant with tables and chairs  Description automatically generated with medium confidence | The box office is in our café |

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| Candy with solid fillCoffee with solid fill | **Food and Drink** |
| A picture containing text, ceiling, indoor, furniture  Description automatically generated | You can buy food and drink in our café including:   * Tea and coffee * Soft drinks * Alcohol * Snacks such as crisps and chocolate |
|  | **Ice cream** is also available during the **interval** |
| A room with tables and chairs  Description automatically generated with medium confidence | Sometimes the **green room bar** is open to buy food and drink |
| A picture containing text, building, sky, outdoor  Description automatically generated | The green room bar is on the **1st floor** |
| A staircase in a building  Description automatically generated with low confidence | To get to the 1st floor you can use these **stairs** which are next to the brick wall in the café |
| A picture containing text, wall, indoor, appliance  Description automatically generated | You can also use the **lift** which is next to the box office |
| A picture containing text, indoor  Description automatically generated | **Press 1** to go to the green room bar |

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| Toilet with solid fill | **Toilets** |
| A door with a sign on it  Description automatically generated with low confidence | There are single-sex toilets on **every floor** |
| A door in a brick wall  Description automatically generated with low confidence | An **accessible toilet** is available on the ground floor |
| A bathroom with a toilet and sink  Description automatically generated with medium confidence | This is what it looks like |

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|  | **Seats** |
|  | The seats in the **auditorium** **fold down** and are **cushioned** |
|  | The seats in the front few rows on each level are **42cm by 42cm**  The seats further back are **45cm by 45cm** |
|  | There are 3 different seating levels in the **auditorium**:   * Stalls * Circle * Upper Circle |
|  | This is where the **stalls** are |
| A picture containing indoor, hall  Description automatically generated | This is the view of the stage from the middle of the stalls |
| A picture containing chair, red, furniture, several  Description automatically generated | This is the view of the stage from one of our **wheelchair accessible seats** |
|  | This is where the **circle** is |
| A picture containing indoor, room, living  Description automatically generated | This is the view of the stage from the middle of the circle |
|  | This is where the **upper circle** is |
| A picture containing indoor  Description automatically generated | This is the view of the stage from the middle of the upper circle |

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|  | **Going into the auditorium** |
| A person standing in a doorway  Description automatically generated with medium confidence | The front of house team will open the doors into the auditorium when it is time to take your seats |
| **Megaphone1 with solid fill** | You will also hear an announcement telling you that the **house is now open** |
| Bell with solid fill | You will also hear a **bell sound** |
| Door Closed with solid fill | There are different doors to enter the auditorium depending on where you are sitting |
| A person standing in a doorway  Description automatically generated with medium confidence | If you are sitting in the **stalls** use these doors on the **ground floor** |
| [A picture containing wall, standing, floor, indoor  Description automatically generated | If you are sitting in the **circle** use these doors on the **1st floor** at the top of the stairs |
| A picture containing wall, indoor, standing, person  Description automatically generated | If you are sitting in the **upper circle** use these doors on the **2nd floor** |
| Elevator with solid fillUpstairs with solid fill | You can use the **stairs or lift** to get to the 1st and 2nd floors |
| A person standing in a restaurant  Description automatically generated with medium confidence | The front of house team can help you if you are lost or confused |
|  | Before you enter the auditorium you need to **show your ticket** to the front of house team member who is standing at the door |
|  | You need to sit in the seat that is on your ticket. |
| A picture containing indoor, red  Description automatically generated | The **letter** tells you what **row** you are sitting in  The **letters** are on the **sides** of the seats at the **end of the rows** |
| A red leather chair  Description automatically generated with medium confidence | The **number** tells you what **seat** you are sitting in  The **numbers** are on the **seats** |

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| Performance Curtains with solid fill | **Start of the Show** |
| Lights On with solid fillArrow Down with solid fill | When the show is about to start, the **lights** in the auditorium will **go down** |
| No Phones with solid fill | You will hear an announcement asking you to make sure your **mobile phone is switched off** |
| Hourglass 60% with solid fill | **Interval** |
| Stopwatch 25% with solid fill | Most shows will have an **interval.**  This is where there is a **break** in the performance for approximately **15 minutes** |
| Lights On with solid fillArrow Up with solid fill | For the interval the **lights** in the auditorium will **come back on** |
| Clapping hands with solid fill | Sometimes the **audience** will **clap** as well |
| A picture containing text, ceiling, indoor, furniture  Description automatically generated | During the interval you can leave the auditorium to go to the **toilet**, buy some **food or drink** or go outside for some **fresh air** |
| **Megaphone1 with solid fill** | When the interval is nearly over you will hear an **announcement** asking you to **retake your seats** |
| Bell with solid fill | You will also hear a **bell sound** |
| Lights On with solid fillArrow Down with solid fill | When the show is about to restart, the **lights** in the auditorium will **go down** |
| Exclamation mark with solid fill | Each show will be different. If you are worried about certain triggers such as **flashing lights, loud noises or distressing content**, please contact our Box Office who can give you more information about the show. |
| Information with solid fill | This information will also be highlighted on our website and on posters at the entrance to the auditorium |
| Hourglass Finished with solid fill | **End of the Show** |
| A group of people on a stage  Description automatically generated with medium confidence | At the end of the show the actors often come on stage and **take a bow** |
| Clapping hands with solid fill | The **audience** will **clap** |
| A picture containing person, ceiling, indoor, group  Description automatically generated | If they have really enjoyed the performance sometimes audience members **stand and clap**  **You do not have to stand** if you do not want to |
| Lights On with solid fillArrow Up with solid fill | When it is **time to leave** the **lights** in the auditorium will **come back on** |

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| A picture containing athletic game, sport  Description automatically generated | **Word Guide** |
| Ticket with solid fill | **Box Office**  This is where you go to buy tickets for a performance |
| A room with tables and chairs  Description automatically generated with low confidence | **Front of House**  Front of house is the name of the area at the front of the theatre  This is where you will find the entrance, café, bar and box office |
| A person standing in a restaurant  Description automatically generated with medium confidence | **Front of House staff**  These are the people who will help you find your way around the theatre, show you to your seat and support you during the performance if you need it |
| Stopwatch 25% with solid fill | **Interval**  An interval is a **break** in the performance usually for approximately **15 minutes** |
| A picture containing indoor, hall, auditorium  Description automatically generated | **Auditorium**  This is where you will sit during the performance. The auditorium at Watford Palace Theatre has red seats and a yellow light on the ceiling |
| A person standing in a doorway  Description automatically generated with medium confidence | **House is open**  This means that the auditorium is open and you can sit down in your seat |
| A group of people on a stage  Description automatically generated with medium confidence | **Take a bow**  This is when the actors stand at the front of the stage and bow and the audience claps |