

# What to expect when you come to Watford Palace Theatre





## **Welcome!**

We are really excited to welcome you into Watford Palace Theatre



This guide will give you more information on what you can expect when you come and visit the theatre



At the end there is a word guide which explains what the words in **purple** mean



## **Outside**

This is what the building looks like from the outside



## Entering the theatre



There are 2 entrances to the theatre

This door leads straight into our **café**

There is level access from the street into the building



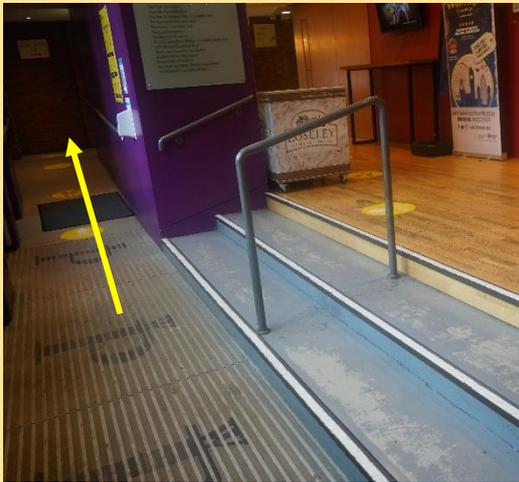
This is what the café looks like



These doors lead to our **foyer**



When you come through this door there are **3 steps** in front of you



There is also a **ramp** to the left



This is our foyer area which leads to our café, **box office**, lift and stairs



## Staff



The **Front of House** team are available to help and support your visit to the theatre



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**



**Tickets**



When you book tickets for a performance you can choose **where you would like to sit**



You can book tickets before you come to the theatre on our website



You can also call the box office on **01923 225 671**



We will **email** your tickets to you



You can also buy tickets at our **box office**

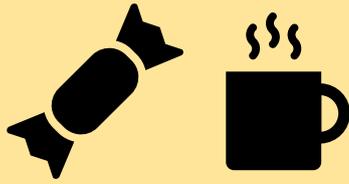


Tickets booked at the box office will be emailed to you

They can be printed if you do **not** have access to email



The box office is in our café



## Food and Drink



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**



Sometimes the **green room bar** is open to buy food and drink



The green room bar is on the **1<sup>st</sup>** floor



To get to the 1<sup>st</sup> floor you can use these **stairs** which are next to the brick wall in the café



You can also use the **lift** which is next to the box office



**Press 1** to go to the green room bar



## Toilets



There are single-sex toilets on **every floor**



An **accessible toilet** is available on the ground floor



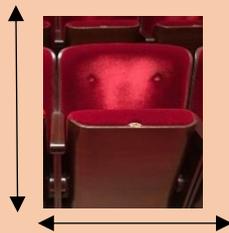
This is what it looks like



## Seats



The seats in the **auditorium** fold down and are **cushioned**



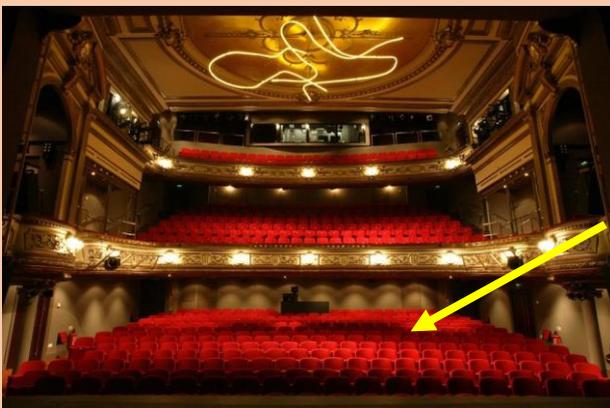
The seats in the front few rows on each level are **42cm by 42cm**

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



This is the view of the stage from the middle of the stalls



This is the view of the stage from one of our **wheelchair accessible seats**



This is where the **circle** is



This is the view of the stage from the middle of the circle



This is where the **upper circle** is



This is the view of the stage from the middle of the upper circle



## Going into the auditorium



The front of house team will open the doors into the auditorium when it is time to take your seats



You will also hear an announcement telling you that the **house is now open**



You will also hear a **bell sound**



There are different doors to enter the auditorium depending on where you are sitting



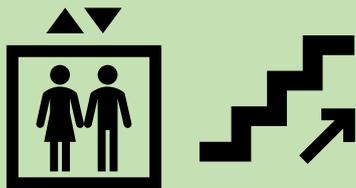
If you are sitting in the **stalls** use these doors on the **ground floor**



If you are sitting in the **circle** use these doors on the **1<sup>st</sup> floor** at the top of the stairs



If you are sitting in the **upper circle** use these doors on the **2<sup>nd</sup> floor**



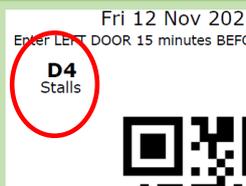
You can use the **stairs or lift** to get to the **1<sup>st</sup> and 2<sup>nd</sup> floors**



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.



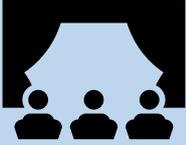
The **letter** tells you what **row** you are sitting in

The **letters** are on the **sides** of the seats at the **end of the rows**



The **number** tells you what **seat** you are sitting in

The **numbers** are on the **seats**

	<p><b>Start of the Show</b></p>
	<p>When the show is about to start, the <b>lights</b> in the auditorium will <b>go down</b></p>
	<p>You will hear an announcement asking you to make sure your <b>mobile phone is switched off</b></p>
	<p><b>Interval</b></p>
	<p>Most shows will have an <b>interval</b>. This is where there is a <b>break</b> in the performance for approximately <b>15 minutes</b></p>
	<p>For the interval the <b>lights</b> in the auditorium will <b>come back on</b></p>
	<p>Sometimes the <b>audience</b> will <b>clap</b> as well</p>



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**



When the interval is nearly over you will hear an **announcement** asking you to **retake your seats**



You will also hear a **bell sound**



When the show is about to restart, the **lights** in the auditorium will **go down**



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.



This information will also be highlighted on our website and on posters at the entrance to the auditorium



### **End of the Show**



At the end of the show the actors often come on stage and **take a bow**

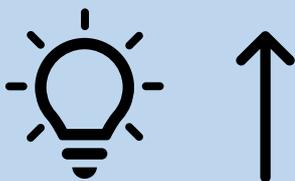


The **audience** will **clap**



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



When it is **time to leave** the **lights** in the auditorium will **come back on**



## Word Guide



## Box Office

This is where you go to buy tickets for a performance



## 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



## 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



## Interval

An interval is a **break** in the performance usually for approximately **15 minutes**



### **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



### **House is open**

This means that the auditorium is open and you can sit down in your seat



### **Take a bow**

This is when the actors stand at the front of the stage and bow and the audience claps