**Making everyone welcome and meeting individuals needs**

We want every audience member to have the best possible theatre experience. If you believe you will require additional support to enhance your experience during a show, please make a note when completing your booking so our staff will be best prepared to help, below are the ways we can meet your individual needs.

Wheelchair Users:

* There is level access to our stalls area, auditorium and Bar.
* 4 wheelchair (and companion) spaces are available in the stalls
* Want to transfer from a wheelchair into a theatre seat? Let us know in advance when you book and we can help you. Please note wheelchairs will then be stored in a safe location, so users must be ablet to walk without aid in the event of an evacuation.
* Not in a wheelchair but have limited mobility, all working aids can be taken into the theatre and should they not be able to be stores under your seat we will store them in a safe location.
* The Kings Theatre is a Grade II\* listed Edwardian theatre so due to restrictions unfortunately not all areas are accessible.

Disabled Parking

* There are two disabled parking bays to the left of the Stalls’ Entrance on Albert Road. We are unable to reserve these spaces.
* Blue Badge holders can park on single/double yellow lines near the theatre (NOT in the loading bays) for a maximum of three hours.
* Unfortunately we cannot provide access for mobility scooters within the theatre or larger wheelchairs – for those wishing to travel to the theatre in a mobility scooter these would need to be left outside the building.

Relaxed Performances

* If you would benefit from a more laid-back environment - particularly if you are an autistic or neurodivergent person or have a learning disability - our **Relaxed Performances** are for you!
* These performances include small changes to create a more comfortable environment. You're welcome to come and go during the show, we'll reduce the volume and keep our houselights at a low level so you're never completely in the dark.
* These are offered on select shows so please do check the website as to which this is available on. If there is not a relaxed performance for the show you wish to see – don’t forget out break out spaces are available at any time.

Visual Story

* Want to get to know our space more before you visit? Have a look at our visual story.

BSL Interpreted Performances

* A British Sign Language (BSL) Interpreter usually stands to the right side of the stage translating the words into BSL. This makes the performance more accessible to those who are D/deaf or hard of hearing.
* This is offered on select shows so please do check the website as to which this is available on. If there is not a BSL performance for the show you wish to see, could you make use of the Mobile Connect Assistive Listening system we have.

Mobile Connect Assistive Listening

* The Kings Theatre is delighted to offer the Mobile Connect Assistive Listening system to ensure that everyone can clearly hear the show.
* The Mobile Connect system is manufactured by Sennheiser and is the leading assistive listening system available. It is widely used in theatres, conference centres, lecture halls etc and is extremely easy to use while delivering high quality sound to mobile devices and smartphones. Further information on Mobile Connect is available on the [Sennheiser](https://en-uk.sennheiser.com/mobileconnect-app) website.
* Using Wi-Fi, the sound is streamed through the Mobile Connect app which is downloadable onto Apple and Android devices.
* Download the Sennheiser Mobile Connect app free of charge to your device. This is currently only available on Apple and Android devices.
* Using the app is really simple. Once inside the auditorium:
	+ Connect to Kings Mobile Connect in your Wi-Fi settings.
	+ Open the Mobile Connect app.
	+ Select “Show Audio” for enhanced sound or “Audio Description” for our scheduled audio described shows.
* If you don’t have a smart phone, don’t worry, because we’ve got a few devices that we can lend to customers. Please go to the Box Office where you can request a device. The system is free to use but we do ask for a £20 cash deposit if you borrow one of our tablets. The deposit is refunded to you when you return the tablet to us in good condition at the end of the show. You can also borrow a pair of headphones from us, or use your own if you prefer.
* Please arrive at the venue 45 minutes before the show to ensure the team can assist you and make sure you are set up and ready to go!
* Please note: Tablets and other equipment are subject to availability

Break out space

* We have a breakout space available on each floor, so no matter where you sit it won’t be far for you to go if you need to take some time out from a performance or event.
* Please make a note when completing your booking that you may require this so our staff can ensure the space is accessible for you.
* You may wish to introduce yourself to the Usher in your section of the auditorium and let them know you may want to find this room.
* Even if you haven’t flagged use to us before your visit, please speak with an usher who will be able to support you at the time and find you an open break out space.

Sensory pack

* We recognise that many people with Neurodiverse conditions, can experience overstimulation or under stimulation by their environment referred to as hypersensitivity or hyposensitivity. To support a more inclusive environment we have available sensory packs which can be borrowed for your visit here, please ask an Usher if you wish to use and don’t forget to hand back at the end of your visit.
* Ear Defenders, resistance band, fidget items and a tactile ball are included. These items are cleaned after each use so they are ready for the next individual.

Sensory guide

* Available on our website and also physical copies available from Box Office.
* Hard copies included in the sensory pack.

Assistance Dogs

* A warm welcome will be extended to Assistance Dogs. Please let us know in advance if you plan to bring a support dog so we can make the necessary arrangements due to limited space in the auditorium.

Accessible Toilets

* We have an accessible toilet on the ground floor (Stalls) with an emergency pull cord.
* On the second floor (Dress Circle) we have an accessible Inclusive toilet / parent room.
* On the third floor (Upper Circle) we have a large cubicle with handrail in the ladies which would support those with limited mobility.

Seating Plan and Map of Theatre

* Looking for seating plans so you can decide where to book your tickets? Our seating plans do vary slightly by show, so the best way is to look at the specific show page.

Companion Tickets

* Following consultation with Portsmouth City Council, customers who request a companion ticket at the current reduced rate must show one of the following documents:
* Disability Living Allowance (DLA)
* Personal Independence Payment (PIP)
* Employment and Support Allowance (ESA)
* Attendance Allowance

Our friendly Box Office team are always happy to chat if you think you might need help but you’re not sure what to ask for.

**023 9282 8282**

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