

**DONMAR**

**Visual Story**

October 2021

# **Welcome to the Donmar Warehouse**

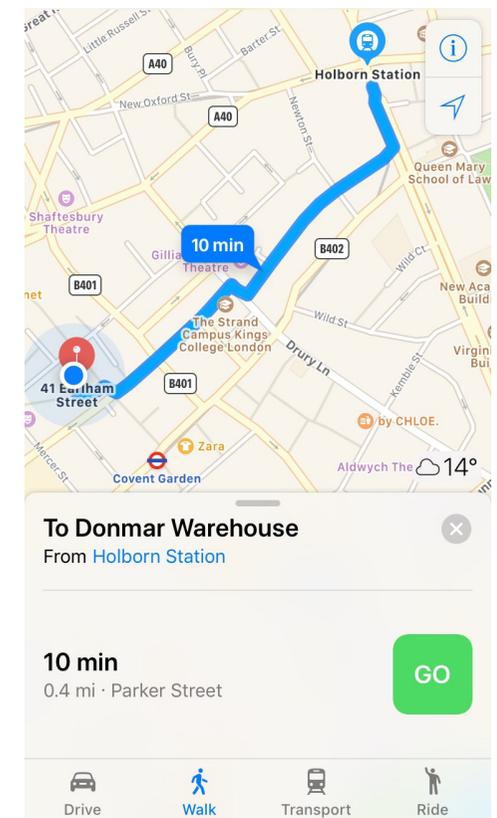
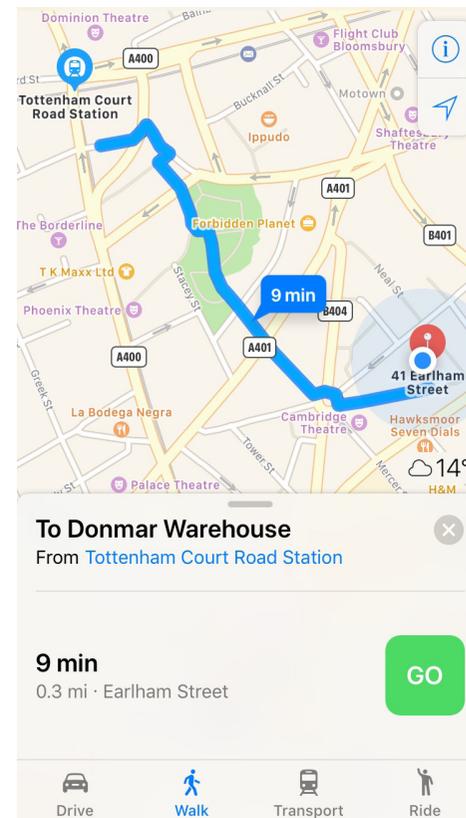
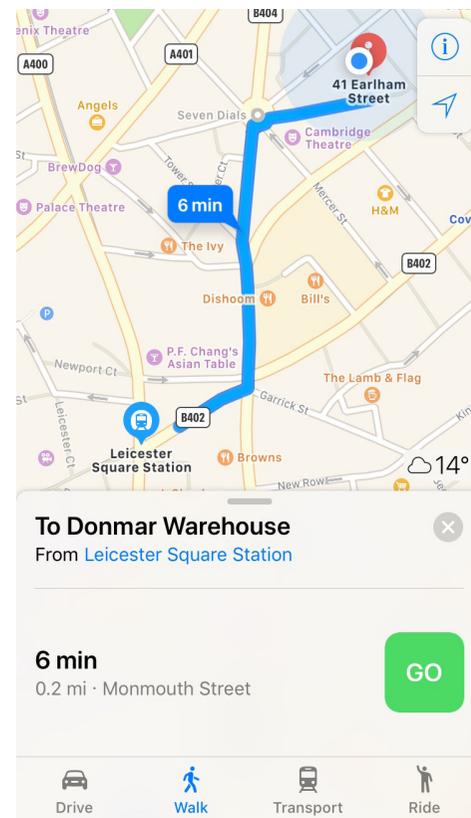
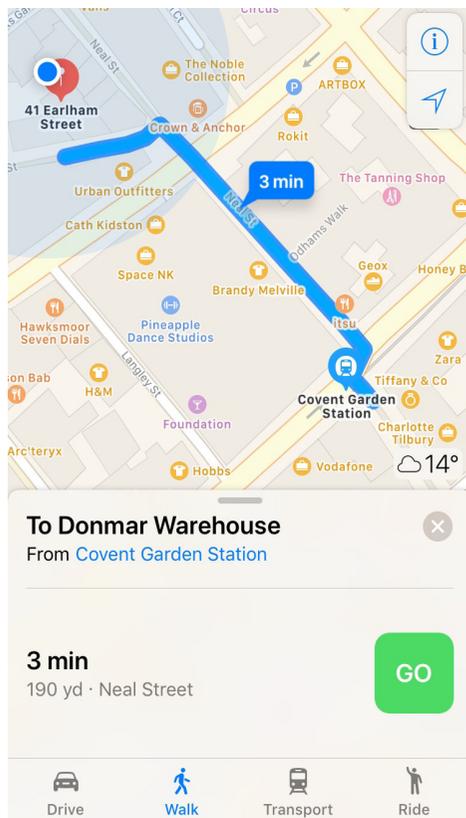
This visual story will give you more information about the building and your visit.

The theatre is located at 41 Earlham Street in Seven Dials. The postcode is WC2H 9LX.

The nearest tube stations are:

Covent Garden (3 minute walk), Leicester Square (6 minute walk),  
Tottenham Court Road (9 minute walk) and Holborn (10 minute walk)

Find more information about these stations and plan your journey on the [TFL website](https://www.tfl.gov.uk).



# When you arrive

The theatre can be identified by the DONMAR sign above the door. It is next to the indoor food market Seven Dials Market operated by KERB. You will notice their large, brightly coloured banana logos hanging off the building.

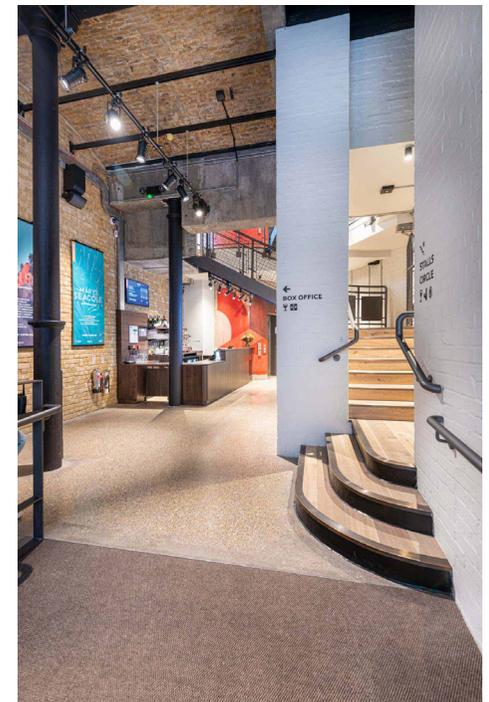
Earlham Street is cobbled but there is a pavement on either side of the road with a smoother surface for wheelchair access. There is a dropped kerb at either end of the street.





The entrance to the theatre is a double doorway with large glass panels. The doors open outwards onto the street. The doors have pull handles with door assist and there is a push door button on the wall on both sides of the doorway.

There is step-free access from the pavement into the foyer, with a ramp inside connecting the doorway to the rest of the foyer. The ramp is carpeted and the flooring changes to a smooth polished concrete as the surface levels.



In the foyer, there is a counter which serves as the box office as well as a bar and café serving soft and alcoholic drinks, tea, coffee and a variety of snacks. There is a similar bar on the other two levels and all three have a lowered counter for wheelchair access.

There will be one or two Customer Service Assistants at each counter, with additional Customer Service Assistants located at points around the building. They can be identified by their Donmar t-shirts, aprons and name badges, and will be able to answer any questions you may have. There are also signs to help guide you and screens which scroll through different pieces of information.

There may also be a security person on duty who will have an ID badge on their arm. They will check people's bags in order to help keep all audiences safe.



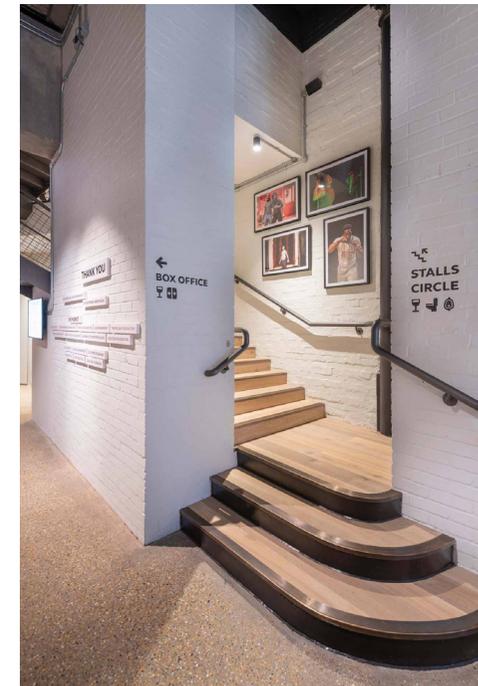
# Moving around the building

The Donmar is spread over three levels, with a lift and stairs giving access to all levels. There are pictograms and written signs beside both the staircase and lift, indicating what facilities are available on each level.



If you are facing the lift, the call buttons are on the wall to the left-hand side. Once inside the lift, the controls are on the right-hand side and there is a mirror on the back wall to help with reversing.

The staircase is near the front of the foyer. There is a handrail on both sides and there are 26 steps from the foyer to the Stalls level and 23 steps from the Stalls level to the Circle.



# Toilets

There are toilets on the Stalls and Circle levels, which can be accessed via the lift or stairs. All toilets are gender inclusive, meaning anyone can use any toilet. They are labelled with pictograms showing how many cubicles and urinals are inside each room. All facilities have automated flush, taps and soap dispensers to minimise touch points. There are paper hand towels rather than electric hand dryers to reduce noise.

There is an accessible toilet on the Circle level. It has a left-hand transfer rail, an emergency red cord, a paddle lever flush, a sink that can be reached from the toilet and both a hand dryer and paper towels.

Toilets may be busy before the performance and during the interval.



# During the performance

The foyer and bar areas can get quite busy so we recommend arriving at least 30 minutes before the performance to give you plenty of time to settle in.

There are entrances to the auditorium on the Stalls and Circle level. Your ticket will tell you which level you are sitting on and what row and seat number you are in.

When the performance is about to start, you will hear an announcement informing you that the auditorium is open and asking you to take your seats. This information will also be shown on the screens. The screens will also show the running time and whether or not there is an interval.

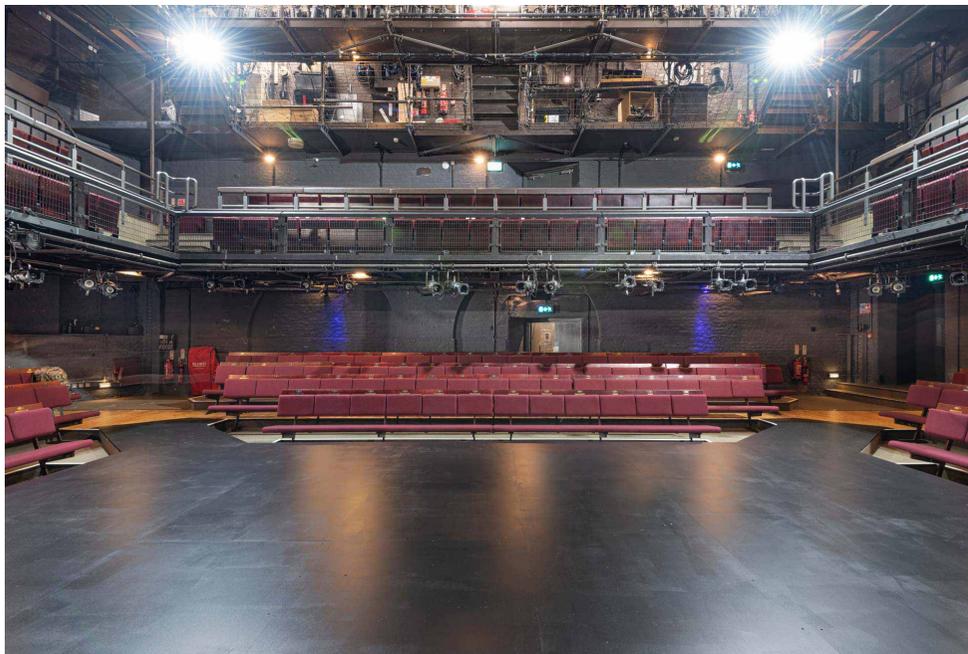
A Customer Service Assistant will scan your ticket as you enter the auditorium.



At the start of the performance, the auditorium will become darker and there may be music and other sound effects. There will be information on the screens outside the auditorium and in the bars advising you about any loud noises or special lighting effects.

You can also ask the Customer Service Assistants about any content warnings and this information is also available on the [Content Advisories page](#) of our website.

For some productions, the actors or stage management may enter or leave the stage through the auditorium via one of the aisles separating the centre and side Stalls.



You will be able to leave the auditorium during the performance but may not be able to re-enter. If that is the case, you can watch the rest of the performance on the screen in the Circle bar.

Some shows may have an interval of 15 or 20 minutes, at which point you can leave the auditorium and head to the bar or toilets.



# After the performance

Once the performance has ended, you will leave the building by the same route that you came in.

The stairs can become quite busy and noisy but you are welcome to sit in the auditorium for a few minutes until the foyer spaces are a little emptier.

If you would like to, you are welcome to visit one of our bars for a drink. Please check with the Customer Service Assistants which bar will be open after the show.

**We hope you enjoy your visit**

**If you have any questions or would like a tour of the theatre, please email [access@donmarwarehouse.com](mailto:access@donmarwarehouse.com) or call the box office on 020 3282 3808**