

# Accessible theatre for all



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## Accessible theatre for all

The Watermill's purpose is to create great shows that our audiences love. We are proud to be a leading force in developing the theatre-makers of tomorrow. Our ethos is based on a sense of community, with acting companies, stage management and creative teams living and working on site. Alongside our award-winning work in the theatre we have a thriving education and participation programme. We also tour work to rural communities and schools, and some of our main house productions tour to regional theatres throughout the UK.

We aim to ensure everyone who comes to The Watermill has an enjoyable and memorable visit and do all we can, within the confines of a Grade II listed building, to make the theatre accessible to all. If there is anything we haven't covered in this guide, please let us know. When you're here, if there is anything you need to make your visit more comfortable, don't hesitate to ask.



# Booking tickets

## In person

Our box office is situated in the foyer of the theatre. It is open 10am to 7pm Monday to Saturday and 10am to 6pm on non-performance days and the last Saturday of a run. On Bank Holidays the box office is generally open from 12 noon to 7pm.

## By telephone

Our box office number is **01635 46044** and our phone lines are open between 10am and 6.30pm Monday to Saturday, 10am to 6pm on non-performance days and 12 noon to 6pm on Bank Holidays. Tickets can be paid for by credit or debit card, or they can be reserved for up to three days while you send a cheque. During busy times, you may hear a recorded message. Please leave your name and number and we will call you back as soon as we can. For an additional charge of £1.30 (to cover the cost of postage and administration) your tickets will be sent to you. Otherwise you can collect your tickets from the box office when you arrive for the performance, or earlier. Cheques should be made payable to Watermill Theatre Ltd.

## Online

When you book online there is no booking fee.

Go to **[www.watermill.org.uk](http://www.watermill.org.uk)** where you are able to select your seats. If you are booking for interpreted performances, or need to use our infrared Sennheiser hearing assistance system, please call the box office on 01635 46044 so that they can ensure you are in the best seats to enjoy the performance.

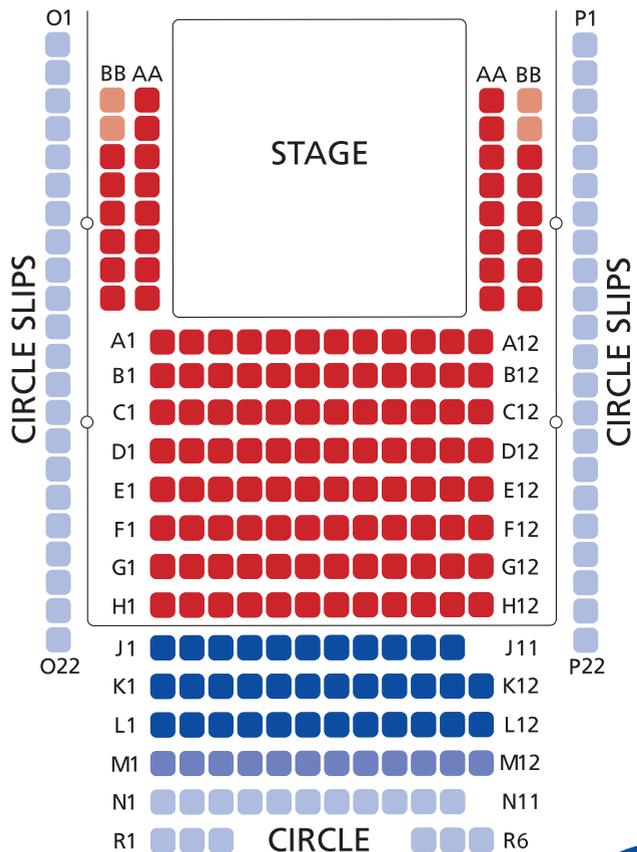
# Concessions

Reduced price tickets are available for people with disabilities and their companions. We offer £2 off the top two price bands on Tuesday, Wednesday and Thursday evenings. Because of the size of our auditorium and the need for us to sell as many seats as possible to remain financially viable, regrettably, we are unable to offer free seats for companions.

Please note, strobe lighting, smoke effects and gunshots are sometimes used in productions. We often don't know this when tickets first go on sale, so if you have any concerns, please contact the box office a week prior to the show opening for further information.

# Seating plan

Rows O & P are galleried with two posts on either side. These seats offer a side or overhead view of the stage and are priced according to visibility.



## Key

Stalls

- top price
- mid price

Circle

- top price
- mid price
- low price

## How to get here

The theatre is located two miles from Newbury town centre in the small, rural village of Bagnor, which has no public transport facilities. The nearest bus stop is approximately fifteen minutes walk away at Station Road, Speen. Please be aware there are no pavements for approximately half of this route and no street lighting. Buses run every two hours. A community bus service (Handybus) is operated by West Berkshire Volunteer Centre and manned by volunteer drivers. Contact your nearest area to arrange transport to the theatre (see opposite).

The nearest railway station is Newbury, with a taxi rank outside. The theatre is approximately five minutes from Junction 13 of the M4. Both Cabco (01635 33333) and Newbury Taxis (01635 877777) have cars that are accessible but these must be pre-booked.

A car park is available alongside the theatre buildings which can accommodate approximately 60 cars, with an additional parking area for thirty cars available for use when required. It is usually possible to drop passengers close to the main entrance to the theatre (approx five metres away). Up to five reserved disabled parking spaces are available which should be booked in advance through the box office. Your name will be written on a sign in the space that has been allocated to you. Two of the spaces have been block paved to allow for easier transfer from car to wheelchair. An additional three spaces are next to a ramp alongside the restaurant. These spaces are on a gravel surface and may not be suitable for those who use a wheelchair. Coach and mini bus spaces should be booked with the box office on 01635 46044.

## Handybus operate in the following areas:

Basildon/Beenham/Bradfield/Pangbourne/  
Purley/Streatley/Theale

Tel: 0118 930 4837

Burghfield/Mortimer

Tel: 0118 983 6611

Chieveley/Compton/Downlands

Tel: 01635 202519

Hungerford

Tel: 01488 682045

Newbury

Tel: 01635 37111

Thatcham

Tel: 01635 874666

## Food & drink

Our restaurant and bar both have flat access from the theatre. If you are planning to eat in our restaurant and have specific dietary, seating or other requirements, please call the box office and let them know. We always offer a vegetarian option for both the pre-show salad bar and post show meal, indicated at the salad bar and in the post show menu, but it is difficult for us to be able to accommodate all dietary needs without notice. Please note, we cannot guarantee that our food will not contain traces of nuts.



# Mobility access

## Wheelchair access

90% of The Watermill premises are accessible to wheelchair users and people with mobility difficulties. The only inaccessible public area is upstairs in the auditorium which has stepped seating and is reached via a spiral staircase that is not suitable for those with mobility problems. There is no lift, so if you need to be seated downstairs, please let our box office staff know at the time of



booking. Ramps around the site allow easy access to the theatre, the lily pond area, the bar and restaurant, accessible toilets and the gardens. We can accommodate two people in wheelchairs per performance, subject to space availability. We also have two wheelchairs of our own, on request, that can be used for transfers.

We have some seats allocated that are suitable for wheelchair transfers and these should be requested at the time of booking your theatre tickets. Our staff are not trained to lift you into your seat, but will do what they can to make your transfer as easy and comfortable as possible.

If you are unable to get to the bar, we are happy to bring refreshments to you in the auditorium during the interval. Please let the front of house staff or ushers know what you would like.

## **Accessible toilets**

There are two accessible toilets for use by the public - one as part of the main toilet block situated alongside the restaurant, access is via an external ramp in the car park. The other is accessible from the lily pond, bar and restaurant.

## **Seating requirements in the theatre**

If you would like to be seated at the end of a row to allow you to leave the theatre during the performance if necessary, let our box office staff know at the time of booking, or you can choose an end seat if one is available, when you book online. Row E in the stalls offers good leg room. Please be aware the seats in row O and P in the circle slips offer a side or overhead view of the stage.

Please feel free to bring a cushion or back support with you if required. If you find you need a cushion when you're here, either in the theatre or in the restaurant, please ask a member of staff and we will do our best to help you.

## **Our brochure in different formats**

### **Large print brochure**

There is a large print brochure at the front of house desk for you to borrow to look at whilst at the theatre. If you require a large print brochure to be sent to you we can provide a colour photocopy.

### **Audio brochures**

We will mail out to you free of charge an audio copy, on cassette, of our season brochure. Please call our administration office on 01635 45834 or email [admin@watermill.org.uk](mailto:admin@watermill.org.uk) if you would like to be added to our mailing list.

### **Acclimatisation visits**

If you have not been to the theatre before, we will be happy to arrange for you to come to have a look around to get your bearings when it is not too busy.

If you would prefer to go into the auditorium just before the rest of the audience, or when everyone else is seated, please let the front of house staff know when you arrive at the theatre.

## Facilities for deaf & hearing impaired people



We have an infrared Sennheiser hearing assistance system for boosting the signal to hearing aids. Please ask for a headset to be reserved for you at the time of booking your tickets. These are issued on a first come, first served basis. You can also ask at the front of house desk for a headset when you arrive at the theatre and will be given one if they haven't been allocated. To ensure you are seated in areas where this is effective, please let us know that you would like to use the system when booking. Please note: digital hearing aids do not work with the Sennheiser necklaces. Sennheiser headsets should be used.



Some performances are British Sign Language interpreted. Please look out for this logo on the production pages in our brochure and on our website.

## Facilities for visually impaired people



### **Interpreted performances**

We offer audio description for some performances. Please look out for this logo on the production pages in our brochure and on our website. Please call the box office to book so that we can ensure that you are seated in seats that are easily accessible



When a show is audio described, we offer a touch tour an hour before the performance. These are free of charge and last no longer than half an hour. Please let the box office know that you would like a touch tour when you book your tickets.



### **Assistance dogs**

Assistance dogs are welcome, but please let us know when you book so that we can allocate appropriate seats for you, and tell you about any special effects that might affect your dog's comfort.

## Our website

Our website has been designed so that you can change the default view to text only. The text only view can be selected from the panel on the left hand side of the web page. Our font is scaleable, and its size is determined by the settings of your browser. You can check this setting by selecting 'Text size' in the 'View' drop-down menu of your browser toolbar. The setting should be 'Medium' for a normal text size resolution. There is guidance for resizing font when using Microsoft Internet Explorer, Firefox or Safari. Our website is W3C/WAI Compliant.

## How to get in touch

### Box office

Telephone: 01635 46044

Email: [boxoffice@watermill.org.uk](mailto:boxoffice@watermill.org.uk)

### Administration

Telephone: 01635 45834

Email: [admin@watermill.org.uk](mailto:admin@watermill.org.uk)

### Restaurant

Telephone: 01635 570920

Email: [restaurant@watermill.org.uk](mailto:restaurant@watermill.org.uk)

**[www.watermill.org.uk](http://www.watermill.org.uk)**

The Watermill Theatre, Bagnor, Newbury, Berkshire RG20 8AE

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