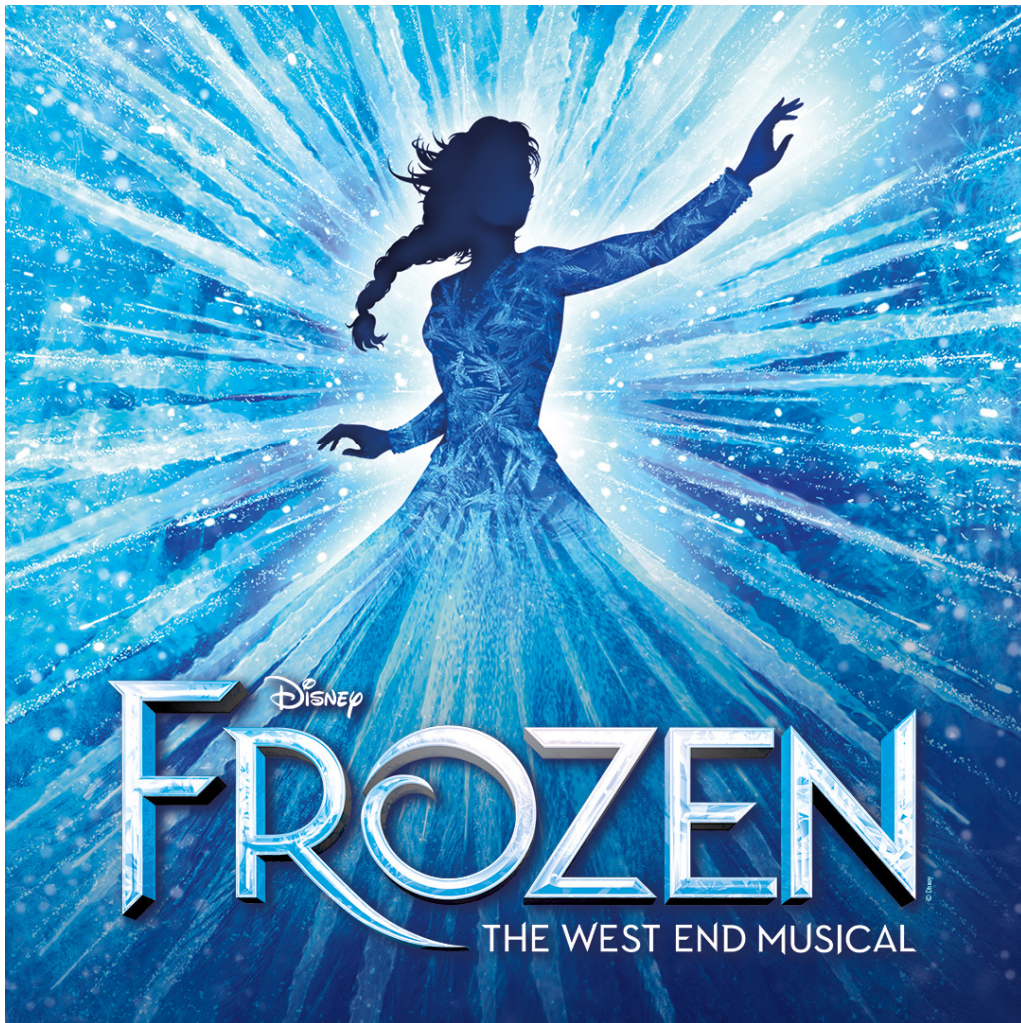


LW THEATRES

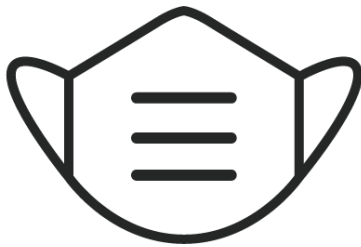
A visual story of a visit to
Theatre Royal Drury Lane



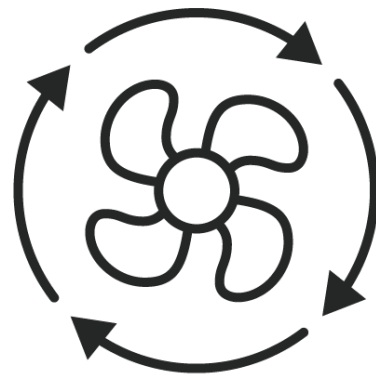
The show lasts for 2 hours and 15 minutes including a 20 minute break (which is called an interval).

Keeping you safe in our theatre

Face coverings



Ventilation systems



Hygiene measures



COVID-19 status



Disney's FROZEN shows at Theatre Royal Drury Lane in London.



There are big blue signs outside the theatre that say 'FROZEN'.



You may have to wait in a queue when you get to the theatre. It can be quite busy and noisy.



You will enter through here...

And arrive in this area called the foyer



In the foyer there is...

a **FROZEN** souvenir
shop



the ticket desk



a place to buy snacks
and ice cream



and a bar where you
can buy drinks

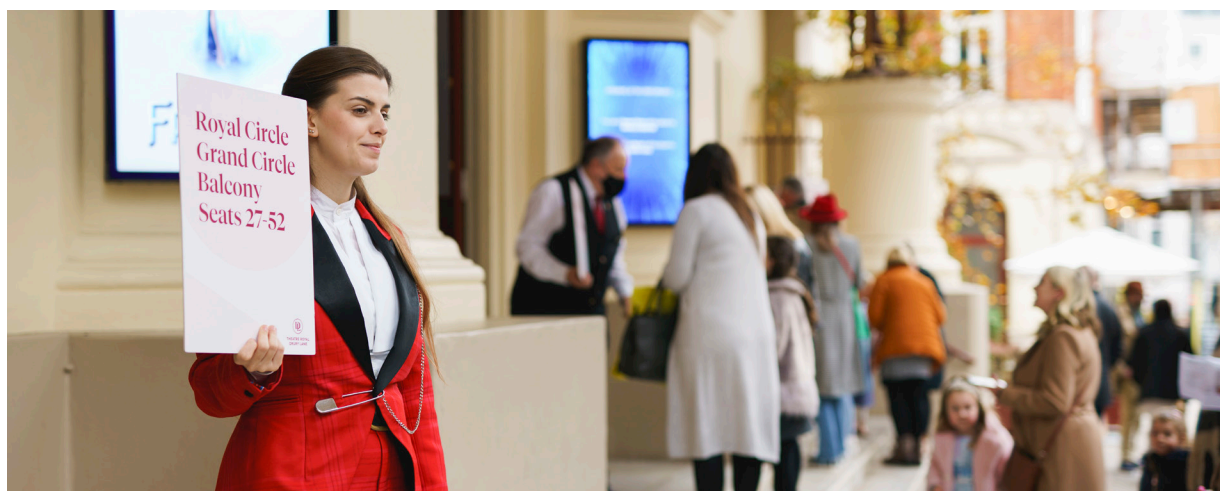


You will need to show your ticket to get into the theatre. A Welcome Host will scan your ticket before you go through the door.

A Welcome Host is someone who works for the theatre and wears a badge with their name on and a red tie.



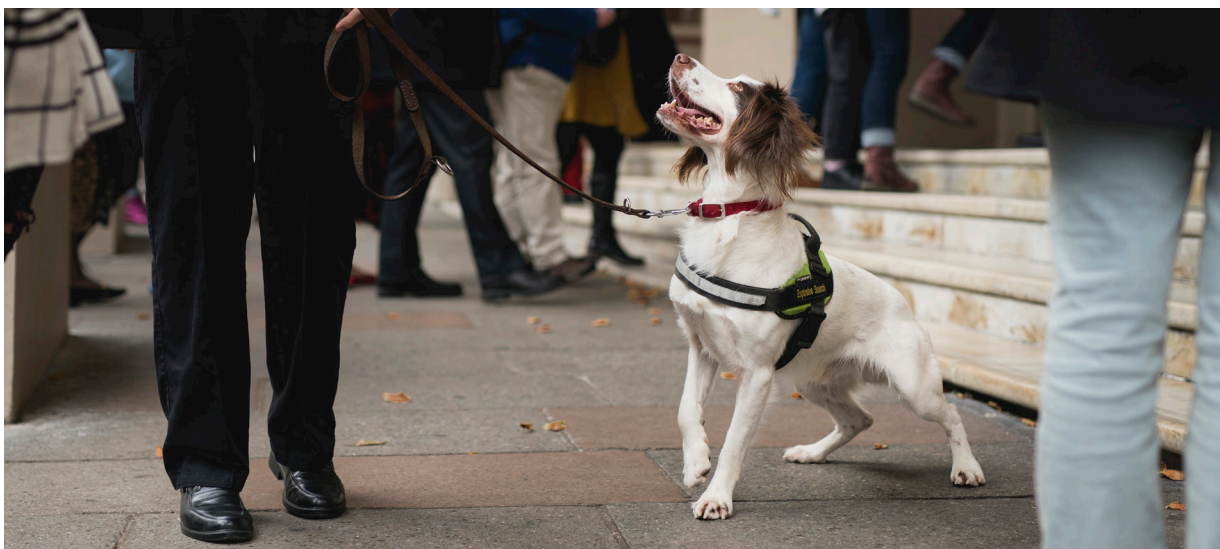
We also have some Welcome Hosts who wear red coats.



If you have a bag with you, it will be checked by a member of the security team.



Our security team may have dogs with them. The dogs are friendly, but they are working so you shouldn't stroke them.



Access Route

If you need to use our accessible entrance, it is located on Russell Street and looks like this.



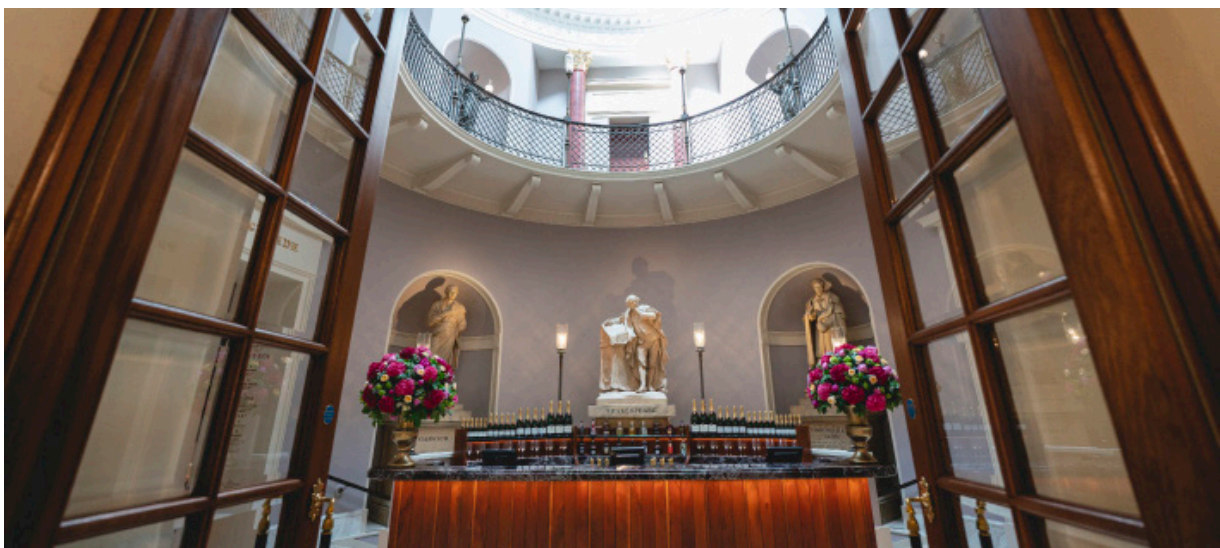
If you need to use the lift, ask a Welcome Host who will take you to where it is. They will take the lift with you and will help you find your seat.



When you go inside the theatre you will see someone selling programmes. Programmes have information and pictures about the show and the actors.



You will then walk up some steps to an area called the Rotunda. The Rotunda has a very high ornate ceiling and a bar where you can buy drinks.



Behind the bar there are two staircases which lead to some toilets.



There are toilets at the theatre on all levels. Look for signs like these below. If you get lost, ask a Welcome Host to help you.



The theatre has four floors. Your seats will be in a place called the Stalls, Royal Circle, Grand Circle or Balcony.

If you are sitting in the stalls you will go through...

here...

... And here



The Royal Circle, Grand Circle & Balcony are upstairs. The Royal Circle is on the first floor...



... and through these doors

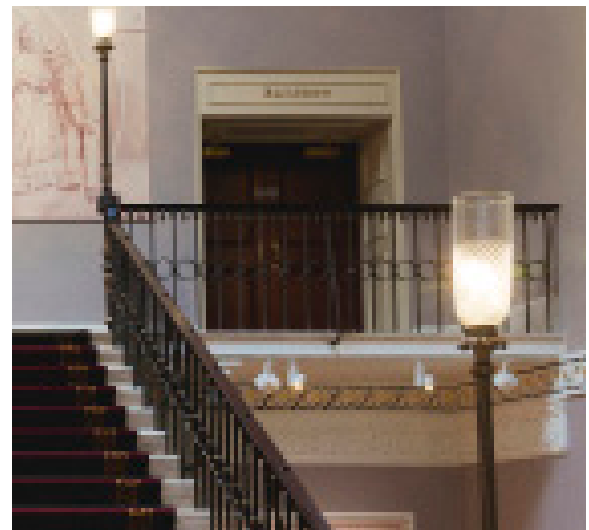


If you are sitting in the Grand Circle or Balcony you will go up the next flight of stairs...



and go through the doors saying 'Grand Circle'...

or the doors saying 'Balcony'.



Emergency Exit

In the event of an emergency evacuation, you must follow the instructions given by theatre staff and follow these signs to leave the building.



The inside of the theatre where the seats are is called the auditorium. It is very big and there are lots of seats.



When you reach the auditorium a Welcome Host will look at your tickets and help you to find your seats. The numbers on your tickets tell you where you have to sit. It is not a choice.

When you get to your seats you can sit down and relax.

There will be lots of other people sitting near you and it will be quite noisy.

When it is time for the show to start you will hear a voice asking everyone to turn off their mobile phones. This voice is coming through a speaker. The theatre will get darker and everyone will be quieter.

Audio Assistance

If you need help hearing the performance, you can use the WaveCAST audio assistance system.

You can use the system by downloading the app onto your personal mobile device and connecting to the Wi-Fi.

If you need to use WaveCAST, please speak with a Welcome Host when you arrive who can help you access this system.



About the show

Our story is magical and dramatic.

There will be surprising visual moments in the show when lights will flash and large and small icicles will move quickly across the stage.

Projections are also used to depict different environments.



Photo by Johan Persson © Disney

About the show

Our characters go on an emotional journey and there will be scenes where they are angry, scared, hurt, and upset or moments when they are extremely happy.

When we meet the Hidden Folk for the first time they might appear to be scary, however they are here to help our lead characters.



Photo by Johan Persson © Disney

After each song, some people will clap. Clapping is nice because it tells the actors you liked their song. If you want to clap, you can. You don't have to clap if you don't want to.

If you find the performance too loud, ask a Welcome Host or an adult to take you to the quiet area. The quiet area is in the Richard Rogers room, which looks like this.



Things to look out for during the show:

Throughout the show, you might see some flashing lights and other very bright lights. If these are too much for you, you can close your eyes for a while.

In some parts of this performance, you will hear some loud sound effects, but don't worry. Nothing will be able to hurt you. You can cover your ears or wear ear protection if you get scared or if it's too loud for you.



In the middle of the show, there is a break. This break is called an interval. During the interval you can use the toilet and have a drink or a snack.

Drinks and snacks can be bought from bars and kiosks in the theatre.



After the interval, everyone will come back and sit down in their seats again.

It will get darker and quieter again just like at the beginning of the show. The actors will come back on the stage and finish telling the story of **FROZEN**.

At the end of the show, all of the actors will come out on stage.

This is called a curtain call. Many people will clap a lot so the actors know how much they liked the show. They may also stand up to show they liked the show.



Photo by Johan Persson © Disney

When the actors have left the stage, the lights will come back on and everyone will start moving around.

You may leave the theatre immediately or wait until it is less busy.

We can't wait to see you at
Theatre Royal Drury Lane
very soon!

For more information or to join the LW Theatres Access
Scheme, please email:

access@lwtheatres.co.uk
