

This is a visual resource for anyone who may benefit from it.

It will show you what happens when you come to the theatre to see a show.

If it is easier, please print the pages that are most relevant to you.

We can send you this Visual Story as a Word Document so you can personalise it if you wish.

Please email getinvolved@cornexchangenew.co.uk for more information.

We look forward to welcoming you to the
Corn Exchange!

This is the front of the Corn Exchange.



There are two sets of doors into the building:
one wooden and one glass.

Inside the Corn Exchange, the Café Bar is on the **right**.
This is where you can buy drinks and snacks.



The Box Office is also on the **right**. It is next to the bar. This is where people buy and pick up their tickets for the show.



If you need anything, you can find staff here who are always happy to help!

On the **left** is a big space where you will be asked to wait before you go in to see the show.



There is a big Christmas tree here and the whole theatre is decorated with Christmas decorations.

There is also a set of stairs on the **left**. They are painted bright yellow and decorated for Christmas!



These stairs lead to the Balcony Seats and our Balcony Bar.

There is also a lift in the foyer for those who need it. The sign to the **left** of the lift will help you know which floor to go to.



Up the stairs or lift you'll find the Balcony Bar.

There are tables and comfy seats up here, so it's a good place to go if you need some time out from the show. You can go back into the auditorium at any time if you want to see what's happening in the show.



You can also access the Balcony Seats from this area.

How will I know when I can go into the theatre?

Just before the performance is about to begin, there will be an announcement.

“Good morning/afternoon/evening and welcome to the Corn Exchange and today’s performance of *Dick Whittington*. The auditorium is now open.”



You will be able to hear the announcement through speakers in the foyer.

How do I get into the theatre?

If you are sitting in the Stalls, straight ahead of you in the foyer are the doors through to the auditorium.



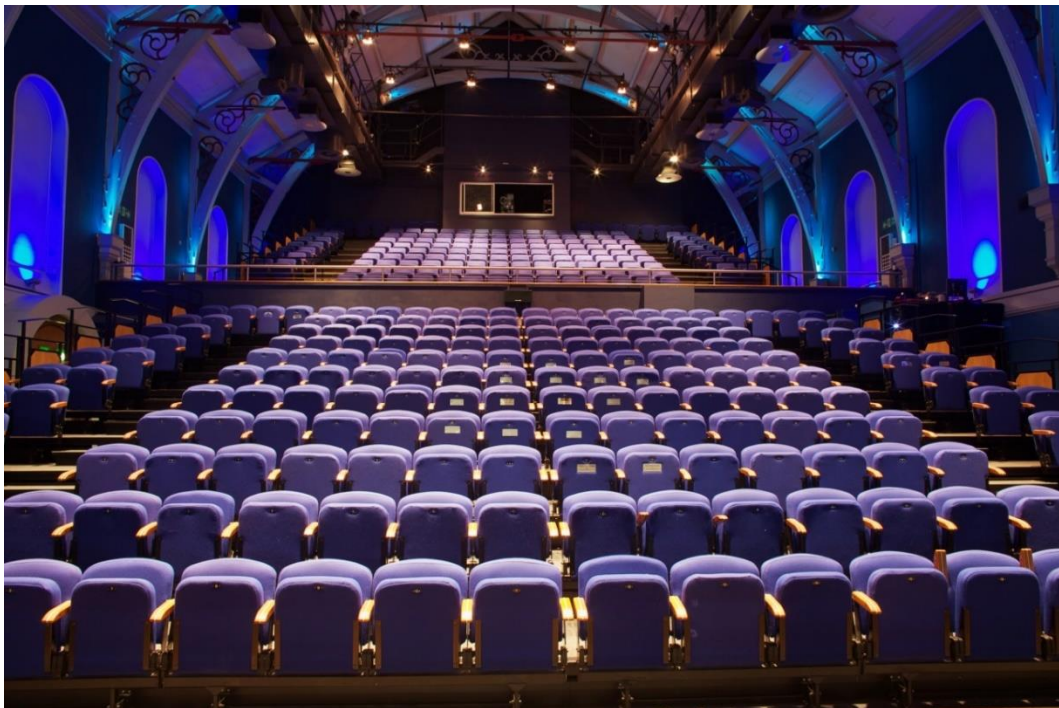
If you are sitting in the Balcony, you'll need to go upstairs and enter through one of the two side doors.



There will be staff or stewards who can help you find where to go.

What does the inside of the theatre look like?

The theatre has lots of rows of blue seats. There is no row I or O because sometimes these letters look like numbers and can confuse people.



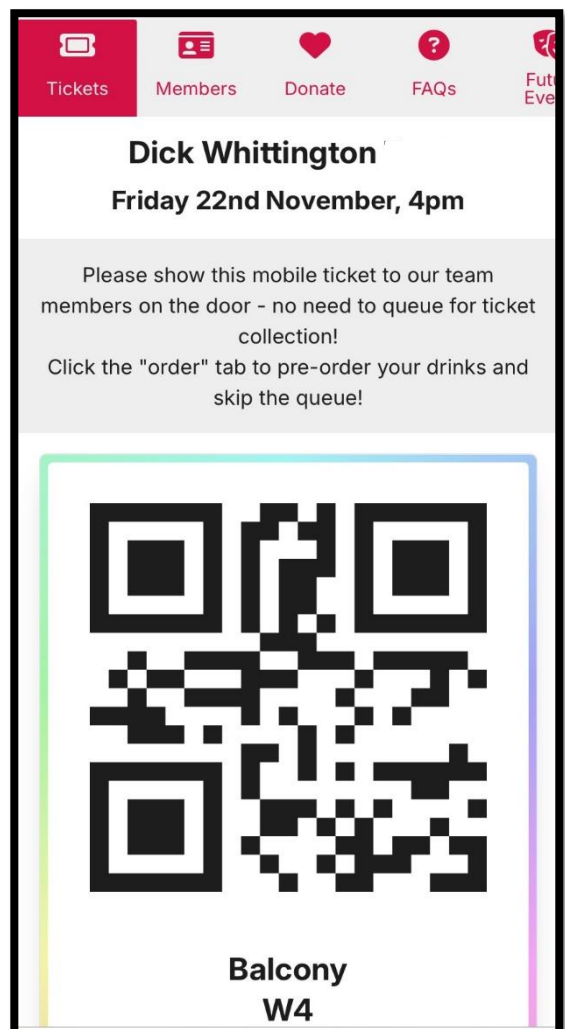
How will I find my seat?

Your seat number will be on your ticket, and the people who work at the theatre will help you find it.

You might have a paper ticket like this:



Or you might have a digital ticket that looks like these:



Where are the toilets located?

There are toilets on every floor of the Corn Exchange building.

On the **ground floor**, toilets are found next to the auditorium entrance. There are men's, women's, and accessible toilets.



On the **first floor** just off the Balcony Bar, there are two all gender toilets.

There are also two single toilets on the **second floor** near the cinema, but you'll likely not need to go up there.

How will I know who to ask for help?

Look for a grey lanyard!

Our Front of House team will be located at the Box Office and Café Bar area. They will be wearing a grey staff lanyard and are always happy to help.

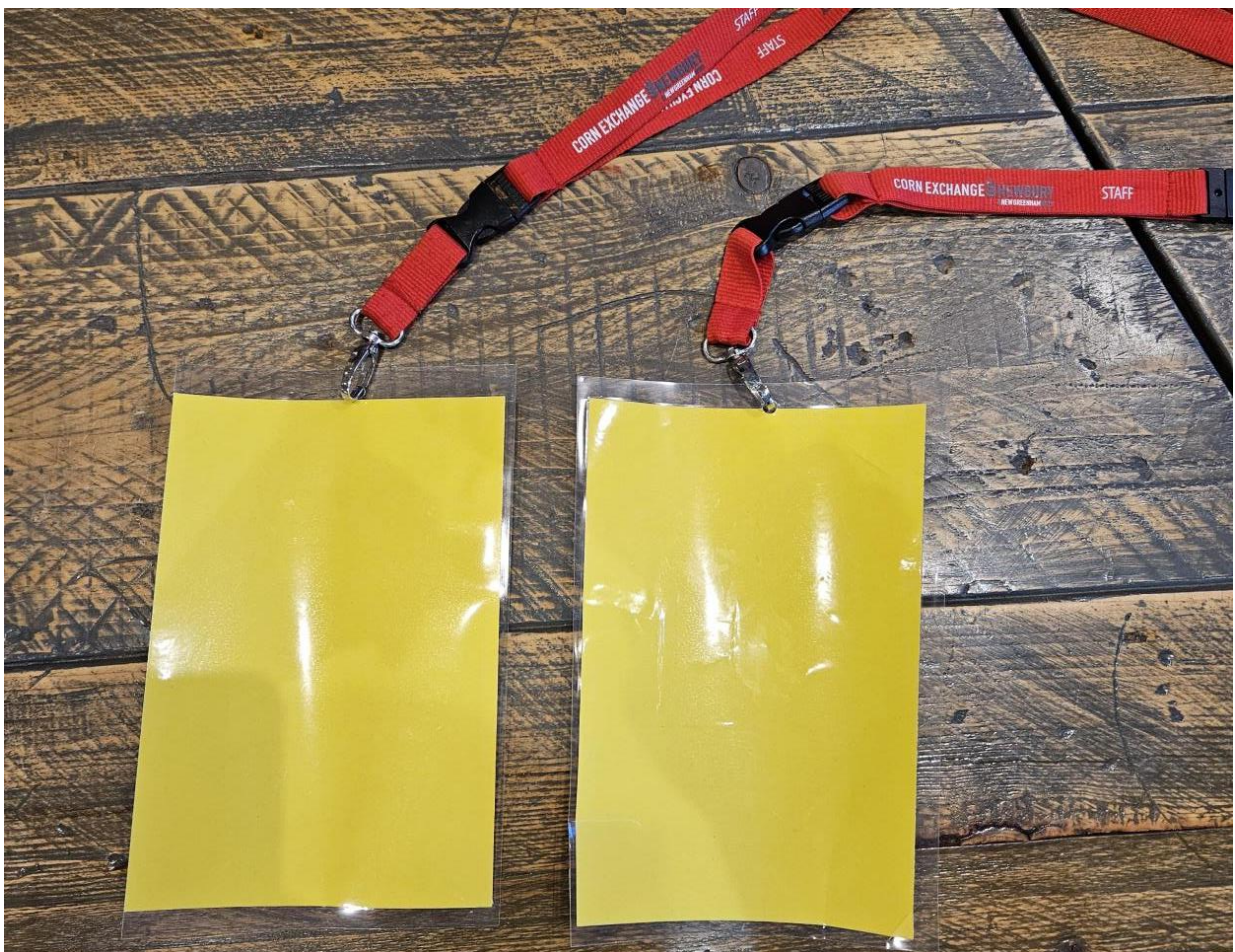


There will also be volunteer stewards throughout the building who will be wearing a grey steward lanyard



What if I want to be left alone when I come?

We can provide a lanyard with a square yellow card to anyone who does not wish to be interacted with during the performance or when walking around the building.



The lanyard will indicate to staff and the pantomime performers that you prefer no interaction. Please enquire at the Box Office if you would like one of these lanyards.

What happens in the interval?

Halfway through the show there is an interval which lasts for 20 minutes. You can stay in the auditorium or go back into the foyer.

What happens at the end of the show?

At the end of the performance everyone will clap to show that they have enjoyed the show. Sometimes people stand up. You can join in too, but you don't have to!



We look forward to seeing you soon and we hope you enjoy your visit!