An Introduction to Relaxed Performances at Warwick Arts Centre

Parents / Caregivers Information

Stick Man

Thank you for booking for a Relaxed Performance at Warwick Arts Centre. We want your experience to be as stress free and enjoyable as possible, and have put together this pack to prepare you and the children for your visit. If you need further information or specific help then please contact us.

Box Office: 024 7652 4524 / ticketing@warwick.ac.uk
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Getting to us

Warwick Arts Centre is situated on the site of the University of Warwick, between Coventry and Kenilworth, just three miles from Coventry city centre.

Parking

There are over 2000 parking spaces in close proximity to Warwick Arts Centre. When arriving on the university campus, follow the signs for car parks. The nearest car park is Car Park 7, which is approximately 125 metres from the main entrance of the Arts Centre. There is a designated drop-off point outside Senate House, which can be used prior to parking in Car Park 7.

Parking is free Monday to Friday after 6pm and all day Saturday and Sunday. The car park is pay and display at all other times:

- £1.00 up to 2 hours (only available in Arts Centre, Sports Centre, Sports Centre multi-storey and IMC car parks)
- £2.00 up to 4 hours
- £4.00 full day
There are 30 dedicated parking spaces on the ground floor level in car park 7 for Blue-badge holders. These are available on a first-come, first-served basis so please allow plenty of time to park.

Blue-badge holders can also access car parking space in front of Senate House on selected busy evenings, which is 20 metres closer to Warwick Arts Centre than Car Park 7. Please note that spaces are strictly limited.

Information on parking arrangements is sent out to customers on our Access Mailing List before the start of each season. Contact the Box Office to subscribe to this newsletter.
The Building

When you arrive at Warwick Arts Centre you will need to make your way up a few steps to the front doors.

When you walk through the front doors you will arrive in the foyer. The foyer space is decorated with white trees and fairy lights. There lots of tables and chairs if you want to sit down. To get to the theatre you will need to climb the stairs or take the lift to the first floor, which can be found by the cinema.
Collecting Tickets
If you need to collect your tickets you should visit the Box Office, which can be found opposite the café. It will be clearly signposted from the main entrance and is accessible via several steps or a ramp (follow the ‘ramp to lift’ arrow on the signpost).

Once you have collected your tickets you need to make your way back up the stairs or take the lift to the first floor. A member of the Box Office Team will direct you or follow the ‘ramp to lift’ sign on the signpost in the foyer.

The House Manger
When you get to the top of the stairs you will be greeted by our House Manager. It is their job to make sure you have an enjoyable time at the Arts Centre. They will be dressed in black and blue.
Making Your Way to the Theatre

You should make your way to the relevant door, which is written on your ticket. The doors have big letters above them so they are easy to find. The House Manager will be on hand to help you if you have any questions.

Stewards

A Steward will be waiting on each door and will help you find your seat when you enter the theatre.

They will be wearing blue t-shirts and black trousers.

Stewards will remain in the theatre during the show should you need any help. They will sit on the seat closest to the door you entered.

Their job is to make sure you are comfortable and happy when you are in the theatre – so please ask them any questions that you may have about the space or the show.
Inside the Theatre

There are lots of seats in our theatre. They are staggered so everyone gets a good view of the stage.
Actors and Costumes

Here is an example of the costumes the actors will wear.

Quiet Space and Chill-Out Room

You can leave the theatre at any point during the performance to visit the toilet or to find a quiet space.

You can sit on one of our brightly coloured chairs in the Theatre Bar area, just outside the theatre entrance / exit until you are ready to go back in to the theatre...
...or you can go to our Chill-Out room, which is just around the corner, accessible via a ramp or a few steps. The Chill-Out room will be dark and quiet with a big screen showing some big coloured shapes gently moving around.

Toilets
Accessible toilets are available on the ground floor in the Main Foyer, Butterworth Hall concourse and on the upper level next to the Theatre doors A and B.

Baby Changing Facilities
Baby changing facilities are located in the adapted toilets on the concourse of Butterworth Hall and in both male and female on the first floor.
Food and drink

Cafe Bar
Our Café Bar is located on the ground floor opposite Box Office. It is open 8am - 9pm Monday - Saturday and 3 - 9 Sunday (subject to the programme). Highchairs are available for young children. The menu includes vegetarian and vegan options.

Le Gusta
Le Gusta is located at the opposite end of the building to Box Office and is open 12pm - 10pm Monday - Friday and 4pm - 10pm at weekends. The restaurant is accessible via a ramp from Warwick Arts Centre. The spacious layout of the tables and chairs provides adequate space for wheelchairs and pushchairs. Booster seats and a highchair are available for young children. Le Gusta staff are allergy aware and can provide a list of ingredients for all of their menu options on request. Their menu includes a selection of gluten free options. Halal chicken is used on all pizzas. Le Gusta staff speak several languages, including Italian, French, Portuguese and Cantonese.

Theatre Bar
A fully licensed bar is located upstairs and is open during performances.

Require Further Assistance?
We are committed to improving our services for all customers, and we want to ensure you enjoy your visit to Warwick Arts Centre. We are always happy to receive feedback from our customers or provide assistance if required.

Email: artscentre.access@warwick.ac.uk
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Box Office: 024 7652 4524

Visit the Accessibility section of our website: http://www.warwickartscentre.co.uk/visit/accessibility/