



VISUAL JOURNEY

Welcome to the Orange Tree Theatre

This Visual Journey will guide you through your visit.

This resource aims to provide ease and familiarity to all prospective audience members.

GETTING HERE

The Orange Tree Theatre is located at 1 Clarence Street, Richmond, TW9 2SA. It sits next to its former home at the Orange Tree Pub.

The nearest station is Richmond, which is approximately 150 yards away. Richmond Station has two lifts, making all platforms wheelchair accessible. There is level access and a ramp exit, via the car park. Follow signs for Church Road and Station Car Park Exit.

The route to the theatre is well lit, with dropped curbs at both crossings. The building can be identified by the orange OT logo.



DISABLED PARKING

The following disabled parking spots are within a mile of the theatre:

- Outside Parkshot Medical centre (80 yards)
- Outside Tesco, George Street (0.3 miles)
- Friar's Lane Car Park (0.6 miles)
- Resident parking around Richmond Green (0.3 miles)
- NCP Richmond Station Car Park (0.2 miles)

TICKETS

Your tickets will have been sent to you via email in the form of an e-ticket (search for emails from boxoffice@orangetreetheatre.co.uk). Any audience members without an email address can be sent their tickets by post upon request, or collect them from the Box Office.

If you can't find the email with your e-tickets, you can find them in your online account by [logging in here](#), or otherwise please email the box office at box.office@orangetreetheatre.co.uk and they will resend them to you.

boxoffice@orangetreetheatre.co.uk

Your Orange Tree Theatre e-tickets are attached

Your e-tickets are attached. If you're attending the theatre in person you will need to show your e-ticket on your



14/03/2022

ENTERING THE THEATRE

The entrance to the theatre is up 12 tiled stone steps, as seen in the image below. This entrance leads directly into the bar. Ramp access is available to the left of the theatre via our neighbours' gated car park. If you require level access please confirm ahead of your visit so a member of staff can assist you.

Doors will be open 1 hour prior to the performance time. Upon entry, your ticket will be checked and scanned by a member of staff. You can show your ticket on your phone or bring a printed copy if you prefer.

If you require assistance entering the theatre, please complete our Access Form by clicking the link [here](#), to help us ensure you have the smoothest visit. You can also update your access needs in your [online account](#).

BAR

The bar opens an hour before each performance, where you can purchase drinks, snacks, ice creams and programmes. For performances with an interval, the bar will be open during this allotted time. You can also pre-order drinks, which will be placed at your seats on arrival. You will receive an email the day before the performance, or a text if you have provided us with a mobile number, with a link to pre-order drinks.

Hot drinks cannot be taken into the auditorium. Glasses also cannot be taken into the auditorium, so a member of staff will provide you with a biodegradable, plastic-free cup to take your drink in with you if you wish to do so.



LOWER-LEVEL SEATING

For those with seats on the lower level, you will enter the auditorium via the bar, or via the ramp entrance. Following signs for 'Theatre Lower Level' as shown in the picture (right). There are 4 steps that take you down to the auditorium doors, which will remain open until the performance is ready to begin.

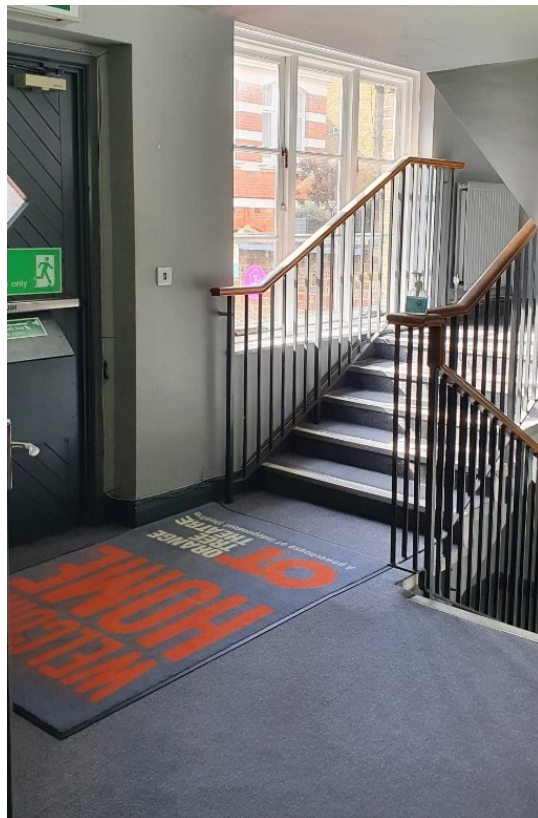
An usher will be there to greet you at the door and direct you to your seat. There are 2 steps down to row B, and a further 2 steps down to row A.



UPPER-LEVEL SEATING

For those with tickets for the upper-level seats, you will need to follow the signs to 'Theatre Upper Level', which take you up 5 stairs to the Attenborough Room.

At the doors, an usher will be there to direct you to your seats. There are 3 steps up to seats 43-56, as well as 3 steps following seats 16-27.



TAKING YOUR SEATS

As you enter the auditorium, the house lights will be on. The Orange Tree Theatre is set out in the round, with seats placed on all sides of the stage, as seen in the images below. For most productions, the floor is level with the stage and there may be pieces of set or props on stage as you enter. Members of staff will be there to assist you to your seats.

The seats are comfortable and padded with cushions. Seats C13-32 are raised with footrests.



THE PERFORMANCE

We ask that audience members turn off all mobile phones before the performance starts, to avoid sounds interrupting the performance. The lights will go down as the performance is about to begin. As the theatre is in the round, performers may walk past you as they enter and exit the stage, via the aisles on the lower level. During the production, there may be music, loud noises and bright lights.

Information on running times, intervals and content advice can be found on the website, by viewing the show page of your chosen production. Content warnings detailing any sound or lighting triggers will be available in the week preceding the opening date of the production. Dates for relaxed performances can be found on our [website here](#).

If you would like more content information of what you can expect, please contact the Box Office (box.office@orangetreetheatre.co.uk or 020 89403633).

If at any time you would like to leave the auditorium during the performance, a member of staff will be happy to assist you. You can wait in a quiet room until you wish to re-enter the performance.

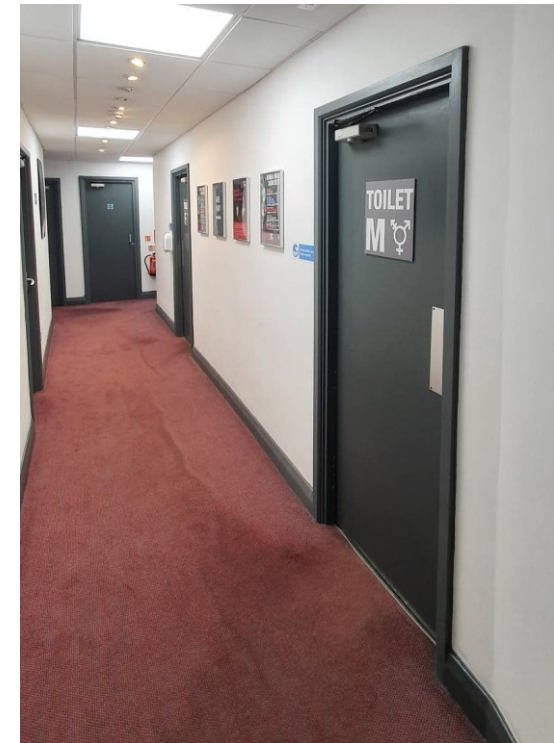
TOILETS

The toilets are located on the Lower Ground Floor. To access the toilets from the bar, you can follow signs taking you down 10 stairs, followed by another 11 stairs.

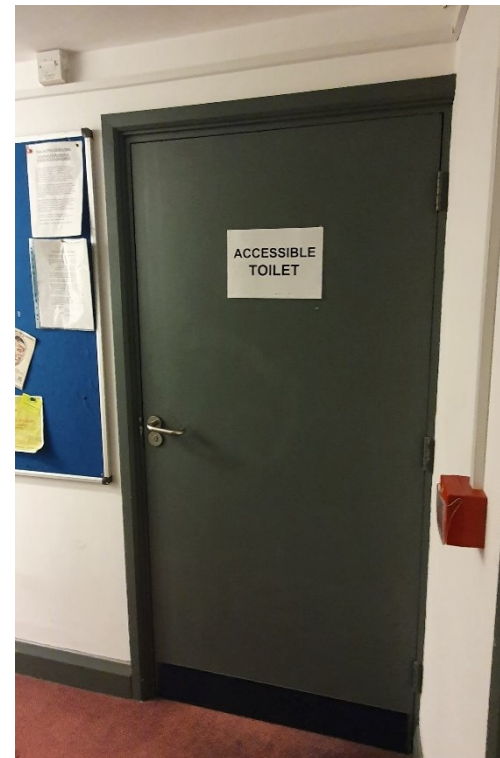
To access the toilets from the lower-level seating, you will need to exit the auditorium, which is on the Ground Floor. There are 14 stairs to take you down to the toilets.

For those on the upper-level, there are twenty-nine stairs taking you down to the toilets. There are signs on the walls to direct you.

The toilets are located through the double pull doors, there are two sets of cubicles. The first set are male/gender neutral and the second are female/gender neutral.



The accessible toilet can be found on the first floor and can be accessed via the lift. You can enter the lift on the Ground Floor, just outside the exit from the auditorium, closest to the accessible seats. The lift is button operated. Press the button labelled 'U1' to take you up and 'G' on your return to the Ground Floor. Exiting the lift, you will turn right and go through the first door, where the toilet is located on the right (pictured below). There will be an usher available to guide you.



LEAVING THE THEATRE

Once the performance has finished, you will exit the same way you came in. You are welcome to remain seated to wait for a quieter moment to leave.

For more information and a full list of our upcoming access performances, please [visit our Access Page here.](#)