



A powerhouse of independent theatre

VISUAL JOURNEY

Welcome to the Orange Tree Theatre

This Visual Journey will guide you through your visit, and the differences to our building while our development project takes place.

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 hoardings we currently have up outside.



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

Our usual entrance will not be in use during the building work and is completely covered by hoardings.

Instead, audiences will enter the building by our scene dock entrance (anyone who visited us during the pandemic may remember using this entrance then) which is to the left of where the theatre's steps used to be. There is signage outside the theatre guiding the way.

Our pre-show box office will be just inside the scene dock entrance, where one of our lovely team members will be on hand to check your tickets and show you through to the auditorium which remains exactly the same.



The theatre entrance will open 45 minutes before the show starts and audiences will be able to access to the auditorium at this time as well, and go straight to their seat. 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.

Our temporary entrance is step-free; however, if you are a wheelchair user you will need to use the entrance via our neighbours' gated car park in order to access the wheelchair accessible seats within the auditorium.

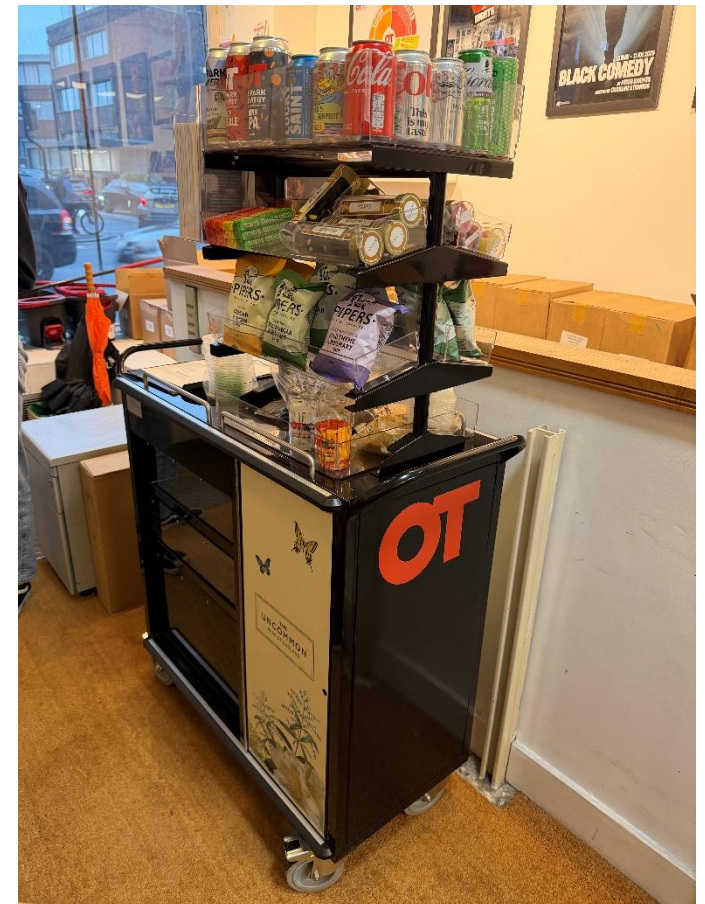
If you require level access, please confirm ahead of your visit so a member of staff can assist you. Please complete our Access Form by clicking the link [here](#), to help us ensure you have the smoothest visit. You can also update your access needs in your [online account](#).

FOOD AND DRINK

Our bar is out of action during our building work but we'll be operating a special drinks trolley with an array of drinks and snacks available to buy pre show and in the interval. The trolley will be situated in the auditorium.

You'll be able to pre-order drinks for the interval if there is one AND for before the show via your pre-show text message (which you'll be sent the day before the performance, if you have provided us with a mobile number), or you can pre-order interval drinks from our lovely team when you arrive.

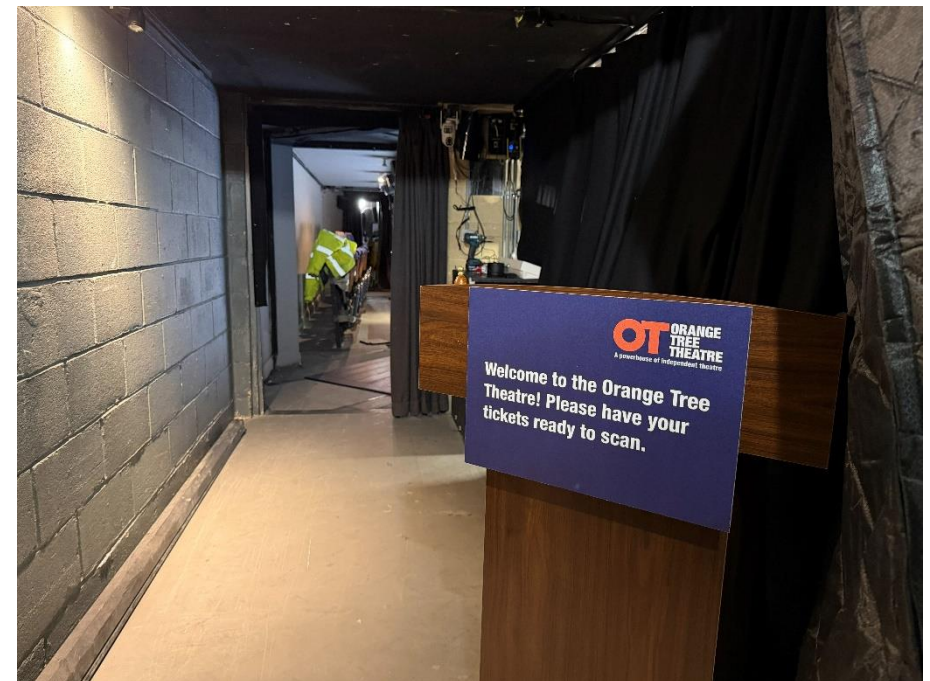
The drinks trolley will be available when the auditorium opens; 45 minutes before each performance. If you plan to arrive in Richmond earlier than this, we can recommend our neighbours Bacco, just across the street from the theatre, for pre-show drinks.



LOWER-LEVEL SEATING

For those with seats on the lower level, you will enter the auditorium via our temporary entrance, or via the ramp entrance in the car park if you are a wheelchair user.

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

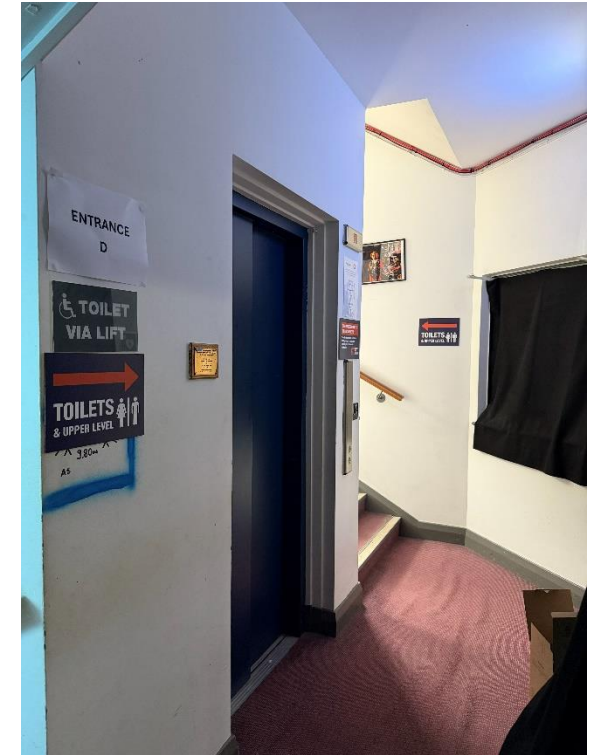
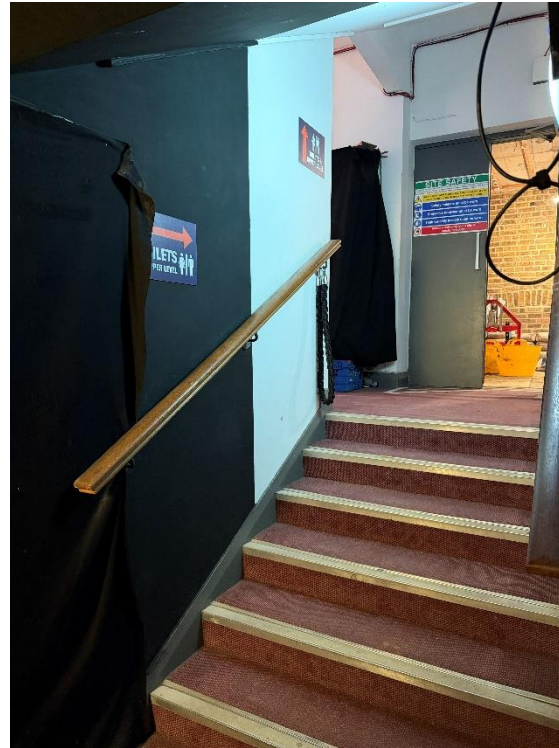
Audiences seated in the upper level (or balcony as we also call it) will enter the theatre via the main scene dock door entrance, the same as audiences sitting on the lower level.

They will then be directed across the auditorium to the opposite corner door, through which there is a set of stairs leading to the upper level.



UPPER-LEVEL SEATING (Cont.)

There are then 18 steps leading up to the upper level, and a door which accesses the balcony. There will be signage up the staircase and Front of House staff on hand to help direct you to your seats.



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).

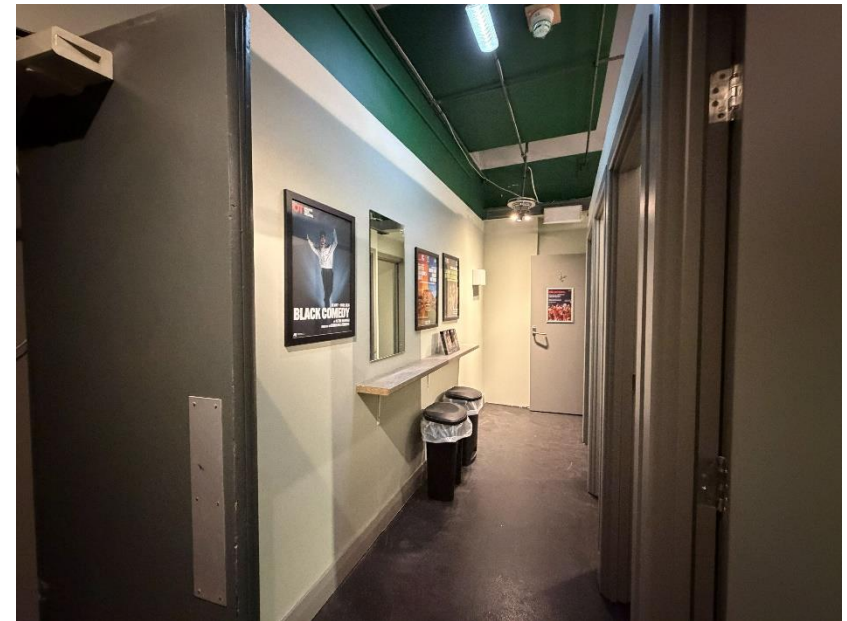
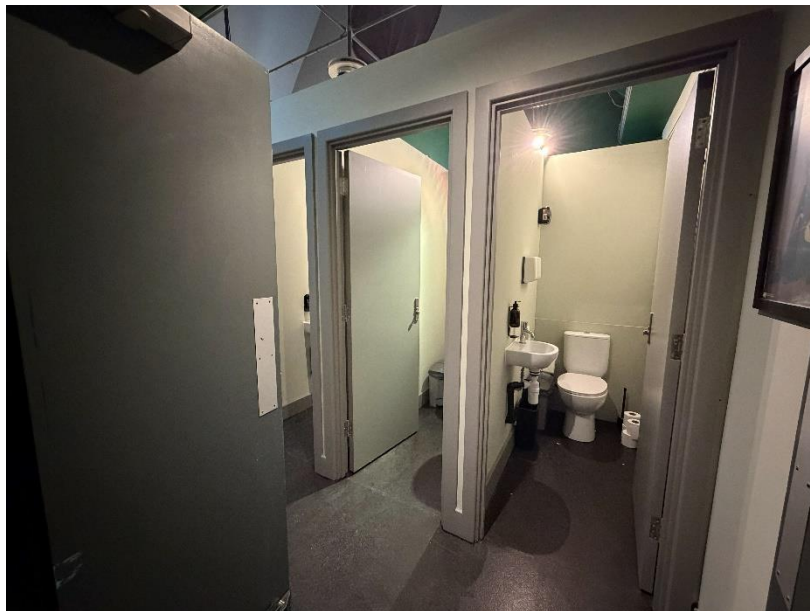
If at any time you would like to leave the auditorium during the performance, a member of staff will be happy to assist you.

While our building work is going on we cannot readmit audience members once a performance is underway.

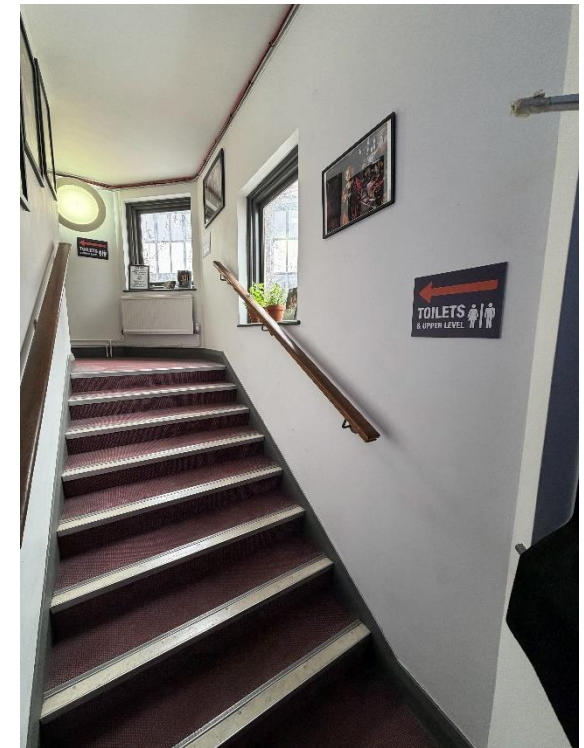
TOILETS

During our building work there are six toilets housed in what we call the Attenborough Room. The Attenborough Room is on the upper level and is accessed via the balcony.

For those seated on the balcony, there is clear signage showing the route to the door through to the toilets.



For those seated on the ground level, please exit the auditorium through the doors directly opposite the entrance, follow the signs up the stairs (18 steps), enter the door to the balcony, and follow the signage. We will be operating a one-way system in the balcony level in order to manage congestion.



ACCESSIBLE TOILET

The accessible toilet can be found on the first floor and can be accessed via the lift, but please inform a member of staff who can assist you. 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

Audiences will exit the theatre through the scene dock door; the door by which they entered the theatre.



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