

## **Reading Rep Theatre Access**

Reading Rep believes everyone should be able to access and enjoy our programme of live performances. We are committed to improving accessibility and ensuring everyone's needs are met in order to enjoy the best possible experience, be that when booking tickets, purchasing drinks at the bar or watching the performance. Reading Rep Theatre is fully accessible and we offer a range of access performances and services.

### *Booking*

Access tickets can be booked online or by contacting the Box Office on **0118 370 2620**. In order to book online, customers with any accessibility requirements should initially contact the Box Office by email **boxoffice@readingrep.com** or phone **0118 370 2620**. We can then set up an account (if necessary) and the facility for you to book online in the future. Simple instructions can be provided to help assist with this.

Patrons who require a personal assistant in order to attend the theatre, will be entitled to one free ticket. Registered assistance dogs are welcome but we ask patrons to inform us at the point of booking to ensure you are best placed for the safety of yourself and companion.

We urge anyone with any additional questions or requirements to contact the Box Office, who can provide detailed guidance and information to ensure your visit is as enjoyable as possible.

### *Our building*

- Dedicated parking spaces close to the building entrance
- Ramps and handrails to aid access to the main doors and fire exits
- Flat, step-free access to the auditorium
- Registered Assistance dogs welcome (please inform the Box Office prior to booking)
- Induction loop hearing system
- Access toilet
- Gender neutral toilets
- Visual fire alarms
- We do not have a cloakroom
- Content warnings can be provided by contacting the box office

## *Assisted Performances*

- Touch Tours - Enable people to explore the set, costumes and props prior to a performance. **No ticket is required, just come along at the allotted time (see brochure or website for times) and gather in the foyer where a member of staff will greet you**
- Audio Description - Live narration makes performances more accessible for those who are blind or visually impaired. Describing changes of location and facial expressions, or giving context and setting the scene through discreet headphones, provided on arrival.
- Relaxed - Relaxed performances are specifically designed to welcome people who will enjoy a more relaxed atmosphere. Typically, performances will include reduced lighting, soft sound effects and a friendly view on noise and movement in and around the auditorium.
- BSL - Performances feature a British Sign Language Interpreter on or to the side of the stage. They interpret the spoken word and sound effects of the performance for those who communicate using BSL.