



- Theatre Performances -

# Visual Journey

What to expect when you visit Ally Pally Theatre

# Welcome to Alexandra Palace

**Our Theatre was built in 1875 and newly reopened in 2018 after 80 years of slumber.**

**The performance you are coming to see is at Alexandra Palace Theatre. This is what the Palace looks like from the outside.**



**The entrance to the performance you are coming to is through our East Court entrance on the east side of the Palace.**



**We have designated Blue Badge parking areas in our East Court car park.**



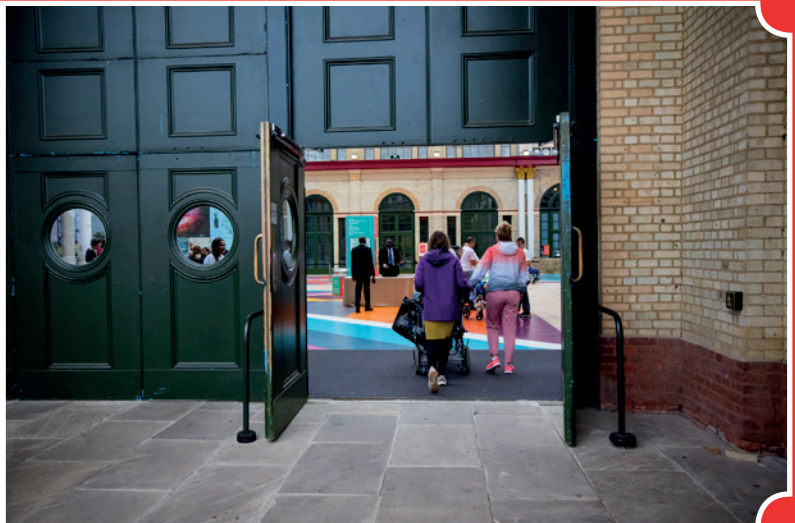
# Entering the venue

We advise you arrive early to events to familiarise yourself with the surroundings as the queue system will get very busy.

The entrance to East Court is a short distance from the car park and has step free access.



The East Court accessible doors are on the right as you approach the entrance.



Go through these doors to enter the East Court.



# Visitor Services

For all public Theatre performances we have a dedicated Visitor Services team who are located in the East Court who are there to assist you.

On your left you will see the Visitor Services desk where you can collect your tickets and ask questions if you require further assistance.



The Visitor Services desk has a drop down counter, please see a member of the team if you would need to arrange or collect a wheelchair.



The Visitor Services team can provide in ear hearing aids for the Theatre performances.



# Accessible Toilets

The East Court and Theatre areas have three accessible toilets. These also have baby change facilities.

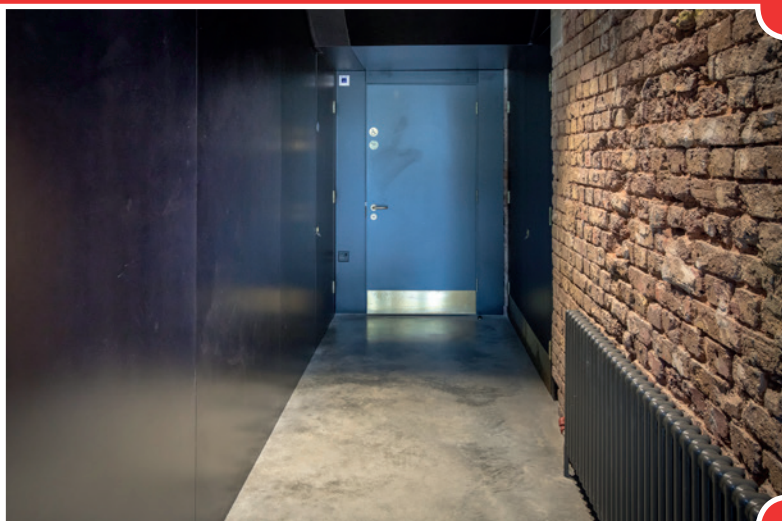
Located next to the Visitor Service desk there are toilets including an accessible toilet and baby change facilities.



Accessible toilets are located from Theatre foyer. They have baby change facilities.



Please talk to a member of staff if you require any assistance.



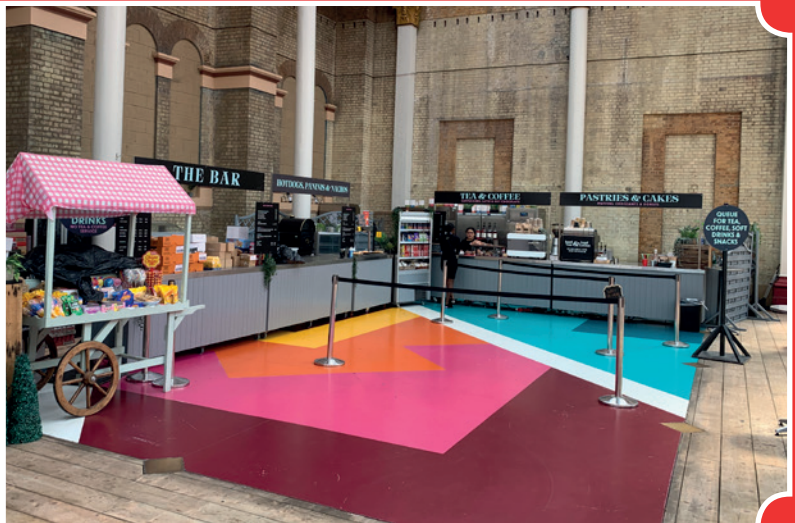
# The East Court

Now you will be in the east court, currently the newest public area in Alexandra Palace, take a moment to explore this beautiful space.

Now you will be in the East Court, currently the newest public area in Alexandra Palace with lots to see and do.



There is various seating areas in the East Court, our Café offers a variety of tasty treats and refreshments.



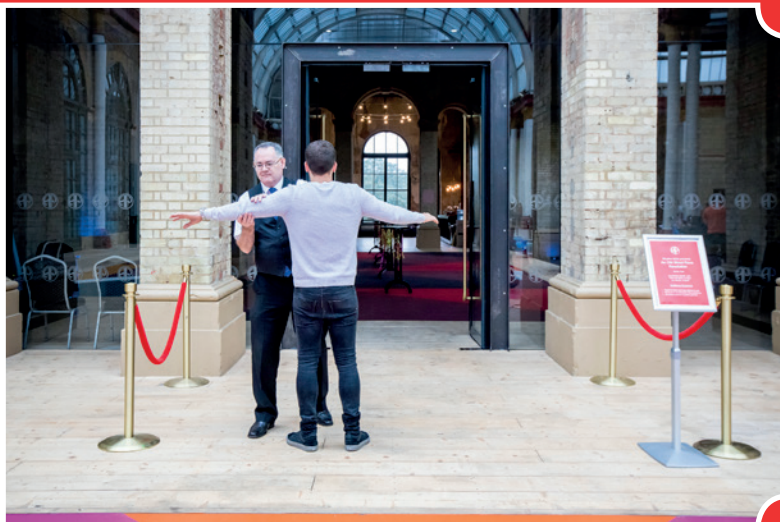
Once you are ready to go into the Theatre you will need to head to the Theatre foyer entrance.



# Entering the Theatre Foyer

Please have your ticket ready to be scanned on entry to the Theatre. There may be additional searches taking place at some performances.

**At the entrance your ticket will be scanned and security will search you. These measures are in place to ensure the safety and enjoyment of yourself and all those attending the performance.**



**You are now in the Theatre foyer. It may get busy with other visitors entering the Theatre foyer for the performance.**



**When you are ready to enter the main auditorium you will need to go through the Theatre doors to take your seats. Please check your tickets for seating numbers.**



# Entering the Auditorium

When you are ready to take your seat, head through the auditorium doors.

**You will be greeted by the team who will assist you in finding the area you have chosen to watch the performance.**



**There is step free access to the stalls seating areas.**



**However, the rear stalls do require walking up steps and are not wheelchair accessible.**



# Auditorium Accessibility

The auditorium is an access friendly space. However, please see a member of staff if you require any assistance during your visit.

To access the level 2 circle seats you can take the stairs. Alternatively, circle right seats have lift access. Circle left seats do not have lift access.



We have designated wheelchair spaces in the stalls and the circle right seating areas.



Volunteers are available throughout the theatre to assist. Please check our website for further information about accessible seating.



# The Theatre Bars

**Our Theatre bar has a variety of refreshments and there is a pre-order service available.**

**There is a bar in the Theatre foyer at the back of the room that will open when the doors open, this bar has a drop down bar service.**



**We also have a bar in the East Court that also has a drop down bar service available.**



**We have seating available throughout the Theatre and East Court areas.**



# During the Performance

It is now time to sit back, relax and enjoy the show. On certain performances, taking photographs will be prohibited and special effects such as Lasers, haze and pyro may be in use.

**When the performance begins the room may be dark, you can leave whenever you like. We will find a suitable time in the performance for you to re-enter.**



**Team Ally Pally are here to ensure you have the best experience during your visit, please come and say hi and let us know if we can be of any assistance.**



**Have a great evening at Ally Pally Theatre.**





**For further information please visit our website  
[alexandraPalace.com](http://alexandraPalace.com) or call our  
Visitor Services Team on 020 8365 2121  
or email [access@alexandraPalace.com](mailto:access@alexandraPalace.com)**