

Accessibility at The Other Palace

The Other Palace Access Scheme

To register for our Access Scheme, please complete our Registration Form in this document.

The Other Palace is dedicated to understanding the potential access requirements of all people visiting and working in our venues. We recognise our responsibility to identify barriers to accessibility and undertake to remove these wherever possible.

Please find below access information about your visit, including booking your tickets, getting here, our facilities, accessible performances, and useful information about our venue. If you have any questions, please do not hesitate to get in touch.

The Access Scheme makes it easier for you to book accessible seats and facilities. It will also ensure our customer-facing staff teams have the information they need in order to make sure you can enjoy first-class customer service.

We offer a number of accessible performances and extra activities across a range of our events including:

- Audio Described performances
- Signed performances
- Relaxed performances
- Touch tours

You do not have to be a member of the scheme in order to book access tickets; however, joining the Scheme will allow you to:

- Receive information on any upcoming Access Performances.
- Receive pre-visit emails with helpful information that will ensure a smoother theatre experience.
- Use our online access booking system. Enabling you to book all your access tickets online, including wheelchair positions, end of row seats, and the best-accessible seats.

To become a member of The Other Palace Access Scheme, please complete the Registration Form below, or send us an email (please let us know the show and the date you wish to attend) and one of our team will be in touch. Please note that we do ask for proof of eligibility to specifically support this (see list of common examples in the booking form below). Or you can write to us at:

The Access Scheme
The Other Palace
12 Palace Street
London SW1E 5JA

Personal Assistants

Customers with access requirements who require continuous support throughout their visit in order to be able to attend may obtain a Personal Assistant ticket at no additional cost.

Customers who wish to sign up for The Other Palace Access Scheme to book a Personal Assistant ticket alongside their ticket will be asked to provide evidence of their eligibility for this arrangement.

The Other Palace is proud to have been voted Most Accessible Theatre in the 2019 BroadwayWorld UK Awards.

Booking Access and Personal Assistant Tickets

In person

Our Box Office is open from 10am – 9.30pm Monday to Saturday and from 1pm – 5.30pm on a Sunday.

By email

To book tickets, for enquiries, or for help registering for our access scheme please email: access@theotherpalace.co.uk

By phone

We can be reached on 020 7592 0302 from 10am – 6.30pm Monday to Saturday.

Getting to The Other Palace

Arrival

The main entrance to the theatre provides level access from the street and this entrance opens into a fully accessible foyer and bar.

Upon arrival, customers with access requirements will be greeted by a staff member who can assist with all facilities in the foyer as well as the customer's further journey through the theatre. This includes assistance with purchasing tickets on site and assistance in finding their way to seats in the Bar, Theatre or Studio.

Getting here

Customers with access requirements can be driven to the front of the theatre on Palace Street where they can access the foyer through the automatic main entrance doors.

Blue Badge holders may park right by the theatre on Palace Street (just after the turning for Catherine Place).

The Cardinal Place exit of Victoria is the closest TFL Underground Station and is located approximately 350 metres from the main entrance. This station has step-free access.

Please visit <https://tfl.gov.uk> for further information on public transport in London.

Access to Seating and Viewing Areas

The Theatre auditorium has level access and there are dedicated wheelchair spaces in Row N.

Access to aisle seats in the Theatre auditorium involves a minimum of one step.

The Studio has step-free access via a lift from the main foyer and there is space for two wheelchairs on the Studio Floor Level. The Studio has flexible seating and customers wishing to transfer into venue seats can do so on the Floor Level.

Our trained staff members will be available to assist visually impaired customers upon arrival and throughout their visit if required.

An Infra-Red audio enhancement system is available for deaf or hearing-impaired patrons in the Theatre. Headsets and hearing aid loops are available and should be requested from a member of Front of House staff upon arrival.

Please note we do not have an audio enhancement system available in the Studio.

Services and facilities

Accessible toilets

The Other Palace has two accessible toilets. One is located in the foyer area on the Ground Floor. The other is outside the entrance to the Studio and can be accessed step-free via the lift.

There are further standard toilets located in the foyer area on the Ground Floor. Both these Gents and Ladies toilets have step-free access.

Access to Bar & Restaurant

Our staff are on hand throughout your visit to assist with any purchases you may wish to make.

Please speak to our bar staff who will be happy to assist you if you require any help or table service.

The Studio Bar and restaurant both have step-free access via the lift,

If you are unable to access the bars or kiosks then please speak to a staff member upon arrival who will be happy to assist you.

Medical requirements

If you require medication, food or drink to manage a medical condition, or medical equipment, you are welcome to bring it to the venue. Please ask to speak to a manager when you arrive before going through our security searches.

Please note, we are not in possession of any medical equipment.

Assistance dogs

Assistance dogs are welcome in The Other Palace. Our staff are always happy to look after your access dog for you whilst you enjoy your visit.

Strobe, Lighting effects, loud noises and special effects

Strobe, flashing lights, loud noises, smoke effects and occasionally pyrotechnics are regularly used during performances at The Other Palace – if you have any concerns or questions regarding a particular production, please contact us for further information before booking your ticket.

Evacuation policy

Our front of house staff members are trained in how to assist customers with access requirements

in case of an emergency. These staff members will be specifically allocated to assist any customers with access requirements in an emergency situation.

Exchanges and Refunds

Customers who notify The Other Palace at least 2 hours in advance of their booked performance that they are unable to attend due to a reason directly related to their access requirements will be able to either exchange their tickets to another performance or offered a refund.

Refunds will be limited to the face value of the ticket, excluding any booking fees and cannot be issued once the performance has begun.

To enquire about purchasing Access and Personal Assistant tickets for shows at The Other Palace, please email access@theotherpalace.co.uk or call us on 020 7592 0302.

Access Scheme registration

Please complete the form to apply for registration. If you're applying on somebody else's behalf use your own name and contact details and the applicant's access requirements.

If you have any difficulty filling out this form please contact our Box Office where a member of staff will be happy to assist.

The information you provide us with will help us to provide a better service for you.

The information you give us is protected by the Data Protection Act 2018 and will only be used for the purpose set out in this document.

First name (use your own first and last name if applying on somebody's behalf)

Last name

Email

Telephone

Address

Post code

Contact permission

Check the box to confirm we can contact you to discuss your application.

Do you require a Personal Assistance ticket?

Yes / No

Please select all the access requirements that apply:

- Aisle Seat
- Step-Free Access
- Extra Leg Room
- Hearing Amplification
- Transferable Wheelchair User
- Non-Transferable Wheelchair User
- Assistance Dog
- Audio Described Performance
- Touch Tour
- Captioned Performance
- BSL Interpreted Performance
- Relaxed Performance
- Visual Requirements
- Other

If you chose other above, please tell us more here:

If you're applying on behalf of somebody else, please tell us the name of the applicant and your relationship to them:

Anything else you'd like to tell us to support your application:

Supporting material

To join the Access Scheme, we request that you send a copy of one of the following documents as proof of eligibility, please indicate what you intend to provide:

- Front page of DLA/PIP (no specific rate)
- Certificate of Visual Impairment
- War Disablement Pension
- AFIP (Armed Forces Independence Payment)
- Continuing Healthcare Package
- Dual Sensory Impairment
- Blue Badge
- Disabled Railcard
- CEA Card
- Nimbus CredAbility/ Access Card
- Recognised Assistance Dog ID Card
- Document with a '+1' symbol
- Any other International Disability Document

Personal Assistant Tickets

If you cannot attend the event without the 1:1 active support of another person then an additional Personal Assistant ticket will be provided at no extra charge.

We do ask for proof of eligibility to specifically support this and will accept the following documentation:

- Front page of PIP Daily Living Component
- Front page of DLA High or Middle Rate Care Component
- Front page of Attendance Allowance letter (no specific rate)
- Evidence that registered severely sight impaired (blind)
- CredAbility/ Access Card
- Recognised Assistance Dog ID Card

If you do not have any of the above documents then we will require further information about why you would like to apply for Personal Assistant ticket and applications will then be reviewed on a case by case basis. Please add any pertinent further information to the “Anything else you’d like to tell us...” section of the form above.

Send your supporting documents:

By Email: access@theotherpalace.co.uk

By Post: The Access Scheme The Other Palace 12 Palace Street London, SW1E 5JA

For those customers who are booking for shows within 2 weeks; or cannot post or email their documents, they will need to bring the proof along with them, on their first visit to the Box Office.