

Access Guide to Polka Theatre

Welcome

Polka Theatre is for everyone. We work to do everything possible to ensure that all of our services are accessible as possible. This guide provides information on some of the services we offer to make your visit as easy and enjoyable as possible.

How To Contact Us

Call the Box Office on 020 8543 4888

Fax: 020 8545 8365

www.polkatheatre.com

Getting Here

Parking

- Pay and display parking is available in the nearby side streets and a car park is approx 500 metres away
- Blue Badge holders may park on the single lines directly in front of the Main Theatre for up to 3 hours as long as a driver stays with the vehicle during the weekdays. Blue Badge holders can park in the pay and display bays near the theatre on Latimer Road and Bridges Road and there are two disabled spaces on Latimer Road.
- Drop off is available at the front entrance

Public Transport

- Bus routes 57, 93, 131, & 219 stop approx 25 metres from Polka
- National Rail and Wimbledon (District Line) 800 metres from the theatre
- Taxi Rank outside main entrance of station
- South Wimbledon (Northern Line) 700 metres from the theatre
- Mini cab service across from Theatre

Our Services

Our Building

Entrance is from the street at level with our main entrance front doors. Staff are available 20 minutes prior to the start of the show at the main theatre doors to assist with any information. The Box Office is just inside the front doors on the right-hand side.

Once inside, our café, playground, garden, baby changing and accessible toilets, Exhibition Area, Annexe and Adventure Theatre are all on the ground floor.

Access to the Main Theatre is via our lift on the ground floor; see a member of staff for access to the lift. Doors open mechanically using a push-button system from the Exhibition Area to the accessible toilets and from the Exhibition Area to the Café.

Adventure Theatre

The Adventure Theatre is our smaller theatre and is an informal space which is great for a first time visitor.

- This space can seat up to 70 people and has step free access from the Exhibition Area
- Typically, performances are aimed at under 5s in this theatre. Seating is unallocated and children sit on the floor with parents sitting nearby on cushions or the raked seating at the back
- We can accommodate 2 wheelchair users in this theatre
- If you have any questions about seating please speak to a member of our Box Office staff at the time of booking
- *Touch tours* and *Relaxed Performances* are available, please inform the Box Office at the time of your booking for further information.

Main Theatre

The Main Theatre is raked and can seat up to 300 people. Step free access is available through our lift to the Main Theatre and then into Row A.

- We can accommodate a maximum of 4 wheelchair users in Row A.
- *BSL Performances*, *Audio Described Performances*, *Touch Tours*, *Relaxed Performances* and an *Induction Loop* are all available in the Main Theatre; please speak to a member of the Box Office staff for further information.

Pop into play

Take time when you visit to use the café, playground, garden or read a book in the reading corner, get dressed up in a costume from our dressing-up box. You are welcome to drop in anytime we're open, before or after a show. These facilities are always free and you don't need a ticket.

Booking Tickets

Our Box Office staff will assist you in booking tickets and any other information that may be required. Tickets can be booked by phone **020 8543 4888** Monday - Friday 9.30am – 5.30pm, Saturday and Sunday 10am - 4.30pm. Tickets can also be booked online at **www.polkatheatre.com**

Please inform us of access requirements that you would like to discuss at the time of booking.

Assistance Dogs



Assistance dogs are welcome throughout the building and remain with their handler throughout the visit. Please inform Box Office when booking for a performance that a assistance dog will be part of your group, as we have limited availability due to the physical restrictions of our accessible seating.

The staff at Polka are more than happy to look after your dog at anytime if you prefer to leave them. We can provide supervised exercise in our garden, water bowls and dog biscuits for any dogs off duty.

Concessionary Tickets

Free tickets are available for carers. Please inform the Box Office at the time of booking.

Schools

School performances can be very busy so we ask that you inform the Box Office at the time of booking of any access requirements. Normally during schools performances we seat 1 adult on the end of each row (in which there are 18 seats to a row). Please us know if you require 1 to 1 seating or would prefer to sit in the front, back or easy access to an exit during a performance so that we can make a seating plan of all of our schools prior to your visit.

Hearing Loop



An Induction hearing loop system operates in the Main Theatre. Please inform Box Office when booking. The best seats for using the loop system are in the middle of the rows and middle of the theatre.

Accessible Toilet and Baby & Child Changing Facilities

Accessible toilet and baby changing facilities are provided on the ground floor, down in the back corridor past the toyshop.

Audio Described Performances

We offer an Audio Described Performance for our main house productions. A trained describer will deliver commentary on the visual element of the production to those wearing headsets.

There is a scheduled Touch Tour before the Audio Described Performance. Those who are blind or have sight impairments would benefit from this service. This is a chance to meet the cast before the show, touch the stage and selected props to gain a sense of what will be happening on stage. Touch tours must be booked in advance with the Box Office

For each show we have a synopsis sound clip to help with preparation when coming to the Theatre. This can be found on each show page, in advance of an Audio Described Performance.

Publicity in large print can be made available; guide dogs are also welcome at the theatre.

Please contact Matthew@polkatheatre.com for more information.

BSL Interpreted Performances

We offer a Fully Integrated Sign Language performances for all of our main house productions. We rehearse the interpreter into the action onstage so that the story is easier to follow. There is a synopsis with pictures from the production and a BSL Film clip to help when preparing to see the show. Our Main Theatre is fitted with an induction loop system for hearing aid users.

Relaxed Performances

For our main house and Adventure Theatre shows we offer one performance in the schedule that is a Relaxed Performance.

Relaxed Performances are specifically aimed to appeal to families with children who are on the autism spectrum or have sensory sensitivities. To prepare you for your visit to Polka there is a synopsis with pictures from the production, this is to help you understand the story that you are about to see and to know what to expect during the performance.

We adapt the show slightly by having fewer people watching the performance and you can also choose which seat you sit in. The sound levels are lowered and throughout the performance the auditorium will have the main lights dimmed instead of being in complete darkness. There is also a designated 'chill out area' outside the auditorium that can be used at any time throughout the show.

Please contact Matthew@polkatheatre.com for more information.

Workshops

SEN groups are eligible for our Arts Access scheme whereby they receive a free pre-show and post-show multi-sensory workshop if they book tickets to see the show. Please contact Matthew@polkatheatre.com for more information.

Scripts available in advance

Scripts are available on request should you require one to prepare for your visit. Please note that these are only available for Polka productions.

If you need any further information then please call the Box Office on 020 8543 4888.

We hope you enjoy your visit to Polka....