POLKA

Where Theatre Begins

Polka Theatre

Online Access Booking Guide

Supported using public funding by
ARTS COUNCIL ENGLAND

Registered charity
no. 256979

Access pricing

We offer:

- reduced rate tickets for people with access requirements
- a complimentary ticket for a companion/carer
- up to 2 further tickets at concession rate

No proof of disability is required.

Tickets can be purchased:

- On our website
- Over the phone by calling 020 8543 4888
- In person at the Box Office

A £2.50 transaction fee applies to online and phone bookings.

All information regarding which access shows we have available can be found on the Access and Support page of our website. Our website also features accessible tools to help you to navigate your way around.

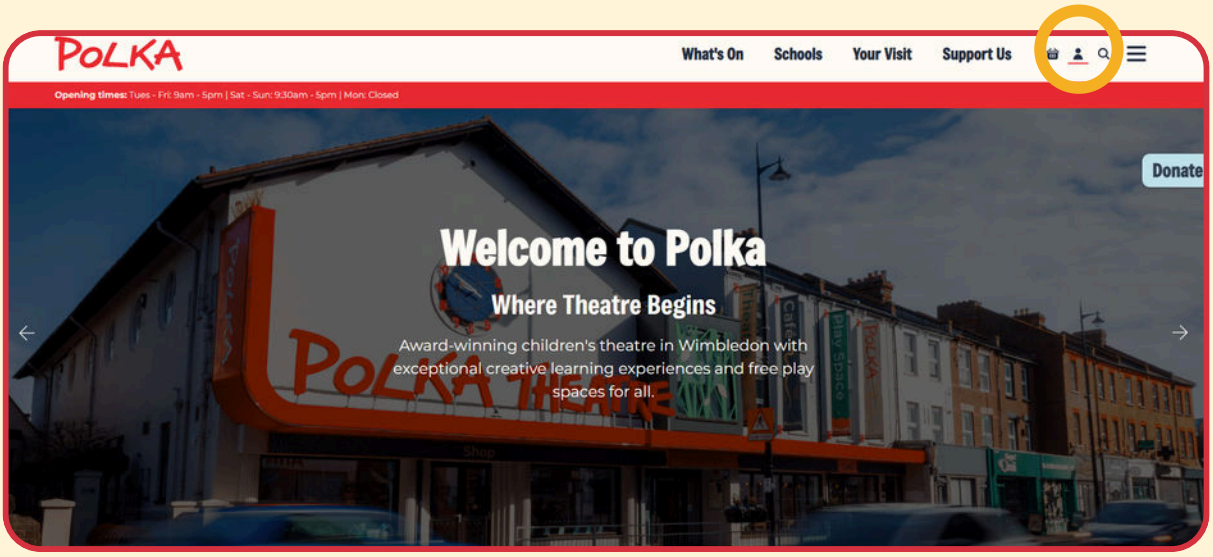
The next pages are a guide on how to book these ticket on our website.

If you have any queries or would like some assistance, please contact our Box Office on 020 8543 4888 or email access@polkatheatre.com.

Booking Access Tickets Online - DESKTOP

STEP 1 - Log in

Select the account icon in the top right corner of your screen.

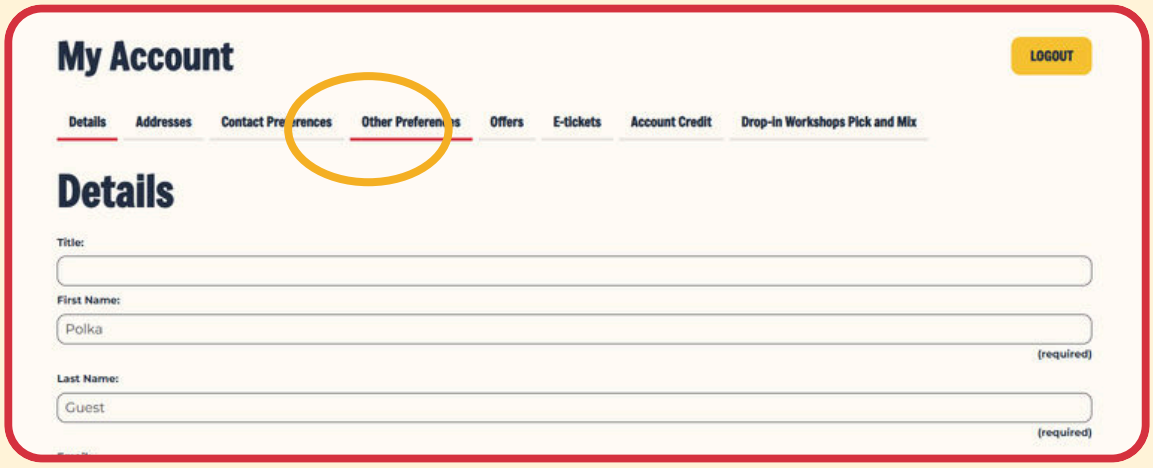


Proceed to log in to your account with your email address and password.

If you do not have an account, you can create one by clicking “Register now”.
If you have forgotten your password, you can change it by clicking “Reset here”.

STEP 2 - Update your preferences

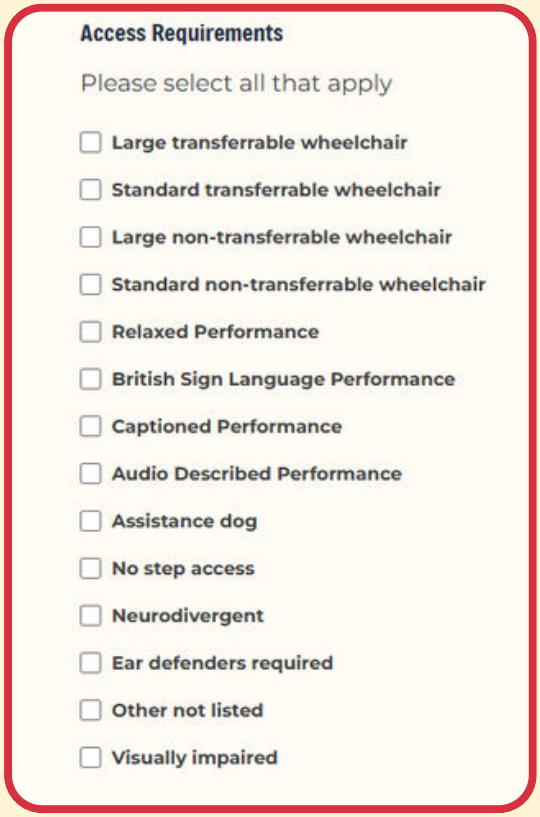
When logged into your account, open the “Other Preferences” tab



Scroll down to the section titled “Access Requirements” and select all that apply.

Click “Save” to save your preferences.

If you have an access requirement that is not accurately described in the list, select “Other not listed”.

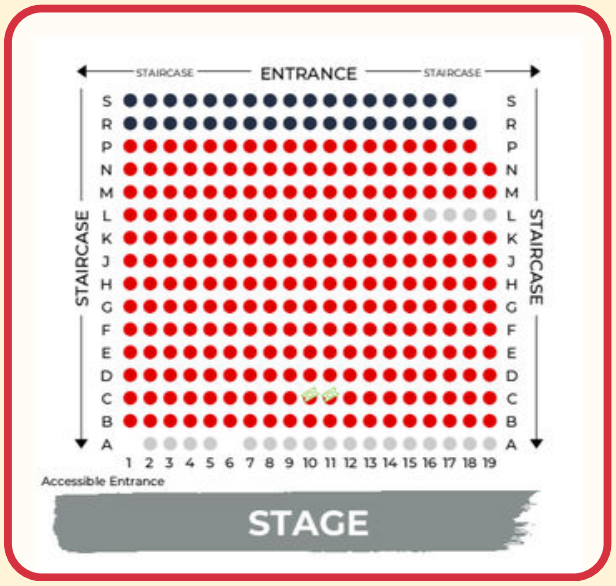


STEP 3 - Select your tickets

Head over to our WhatsOn page and select the show you want to see.

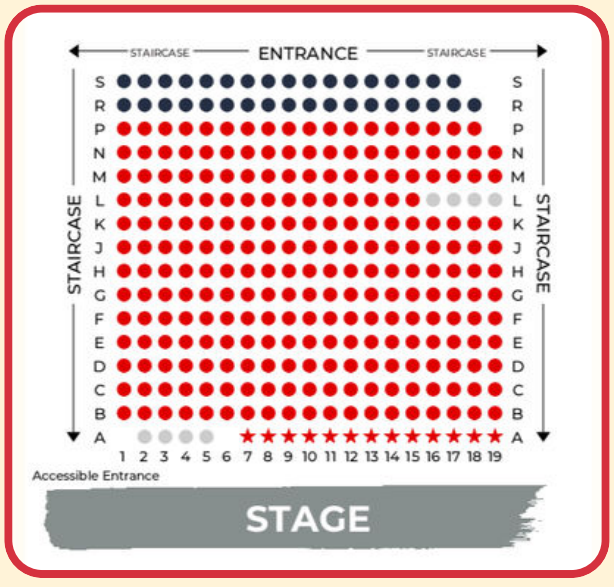
Y C CHAN THEATRE SHOWS

For a Y C Chan Theatre show, select your preferred seats from the seating plan. You will see green tickets on your chosen seats.



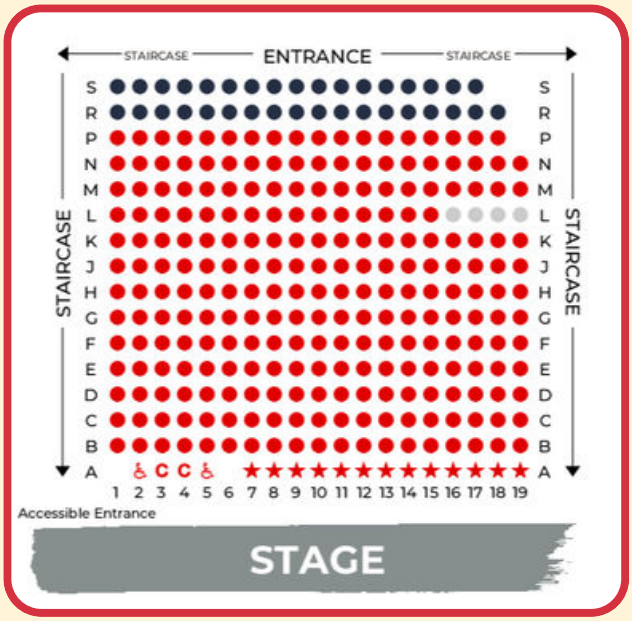
No Step Access

If you have selected the “No step access” access requirement, you will be able to select seats in Row A, which are accessible via the lift (indicated with a star icon).

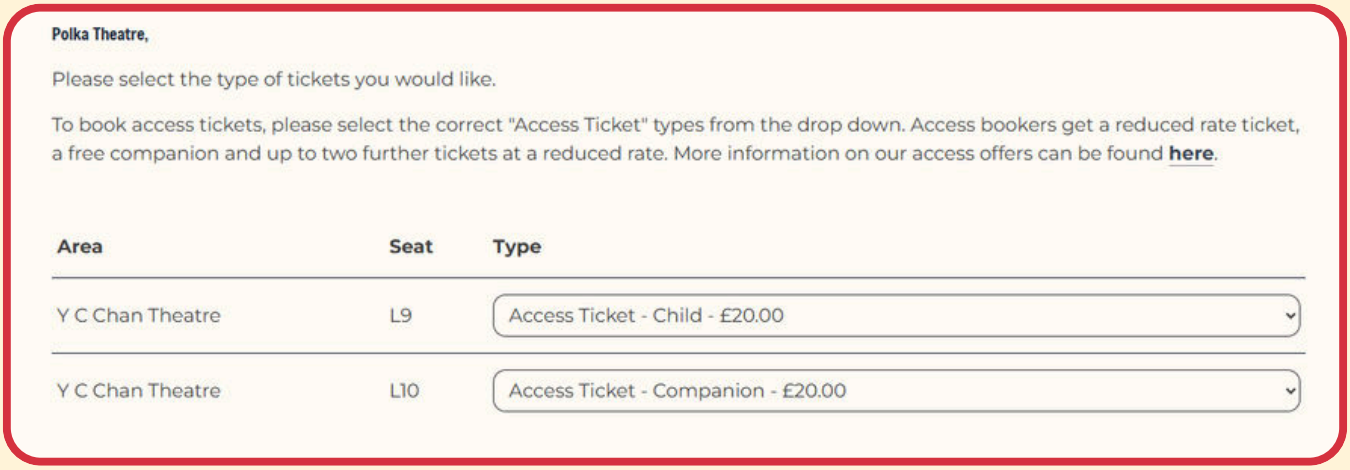


Booking wheelchair spaces

If you are a wheelchair user and have selected a wheelchair-related access requirement, you will be able to select wheelchair accessible spaces (indicated with a wheelchair icon), a seat for a companion (indicated with a C), and no-step-access seats (indicated with a star icon).

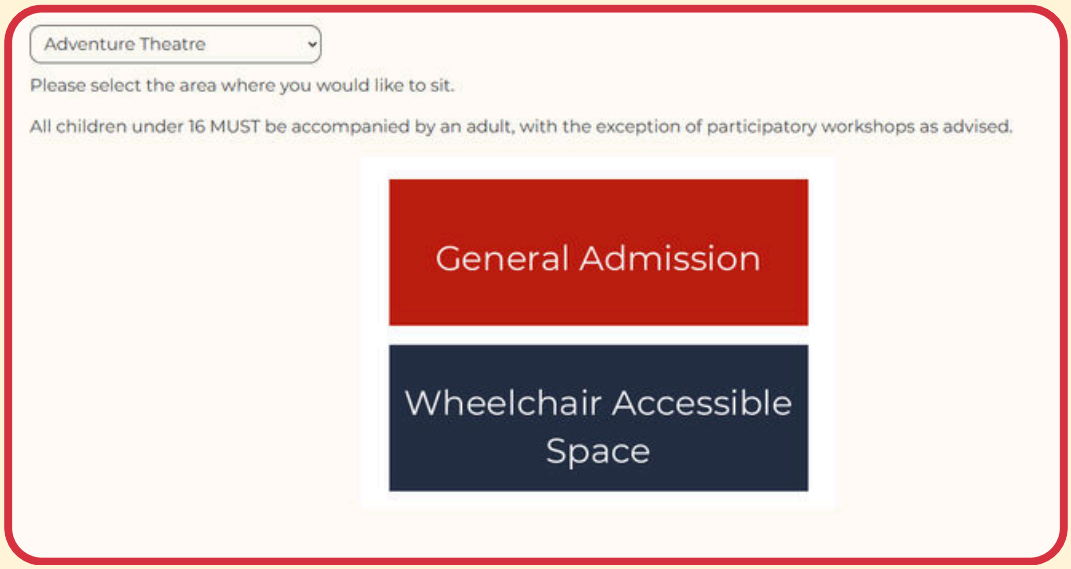


Proceed to the next page and select Access Ticket types from the drop down. Ensure you include one Access Ticket - Adult or Child, and one Access Ticket - Companion. Click “Continue” (and add an ice cream to the basket if you want one!)



ADVENTURE THEATRE SHOWS

For Adventure Theatre shows, there are two seating areas to choose from: General Admission or Wheelchair Accessible Space.

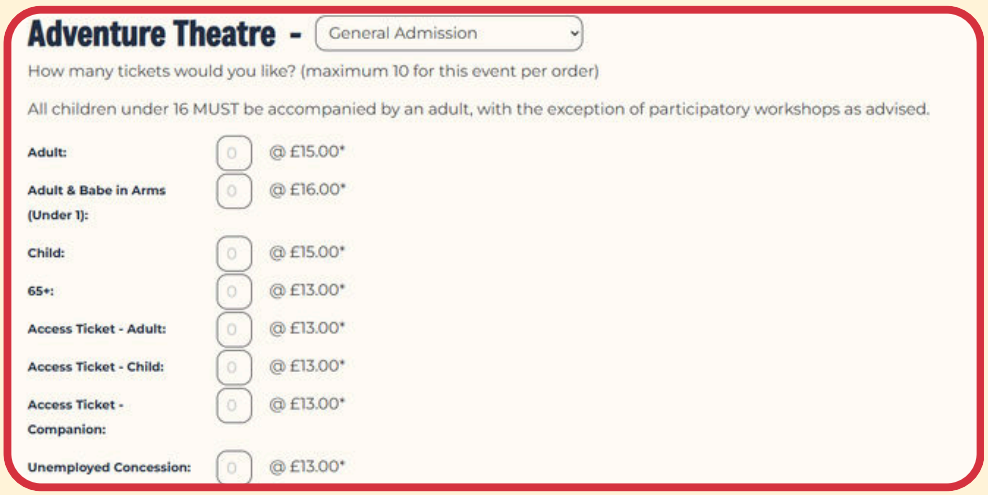


General Admission

This area will show you a list of all available tickets as a list. Select:

- one Access Ticket - Adult or Child and
- one Access Ticket - Companion.

Click Continue



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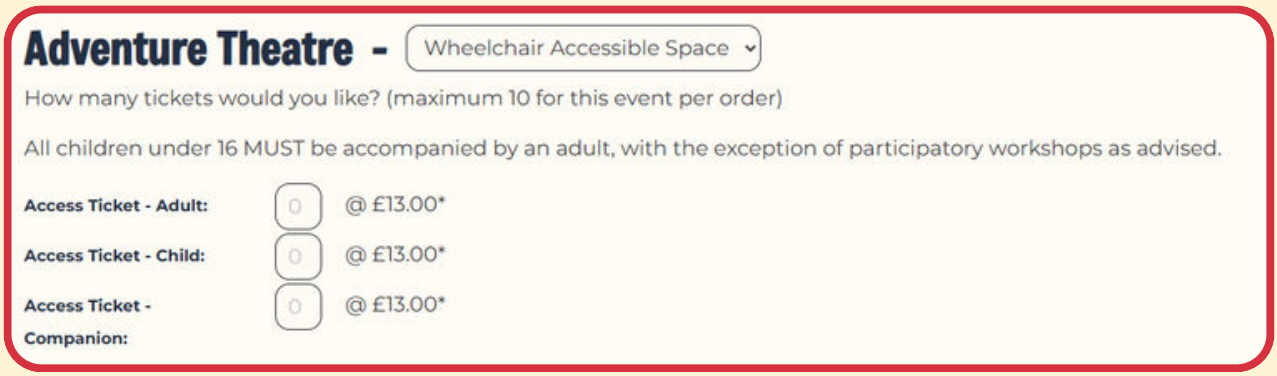

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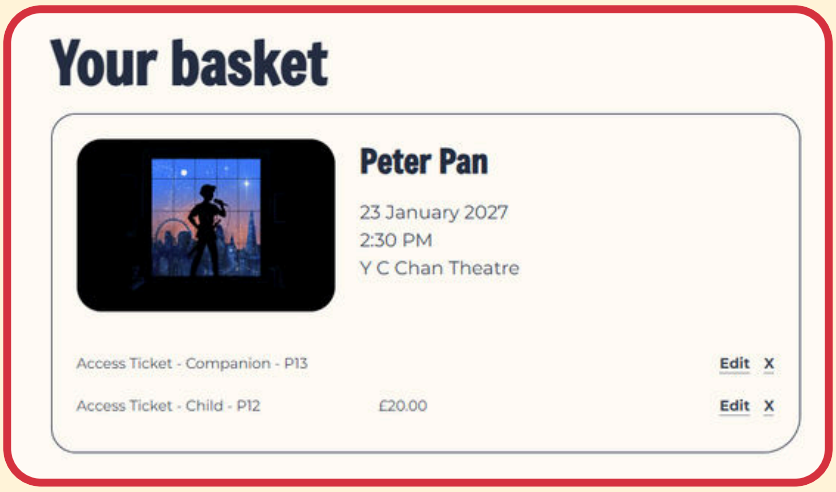

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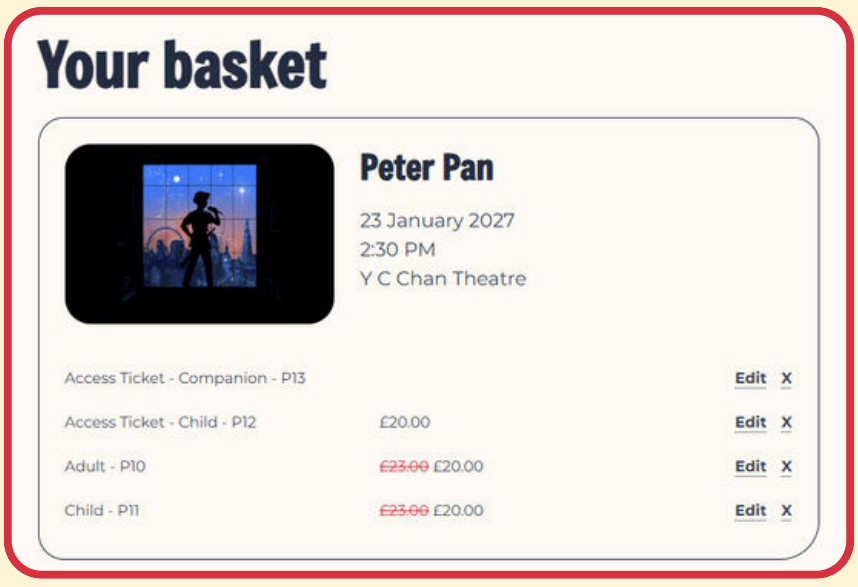
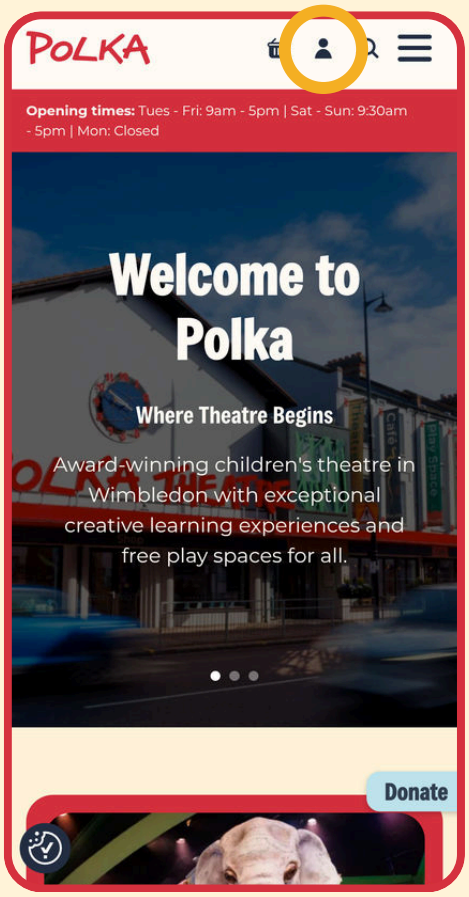


Booking Access Tickets Online - MOBILE

STEP 1 - Log in



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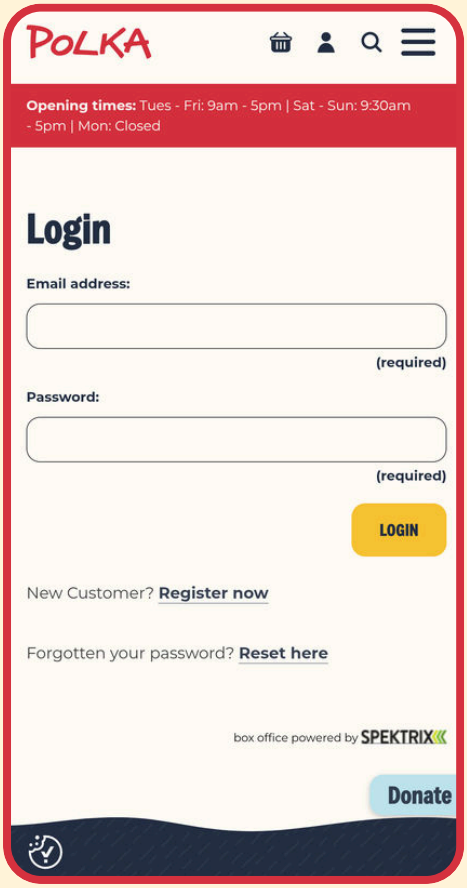

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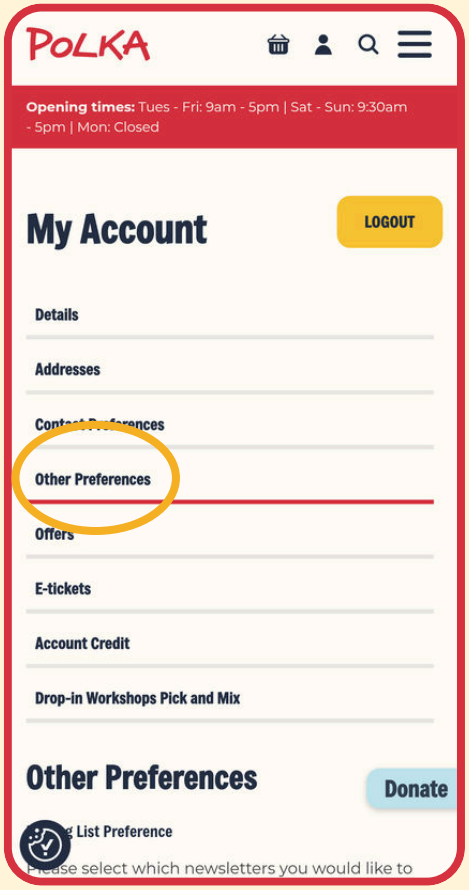

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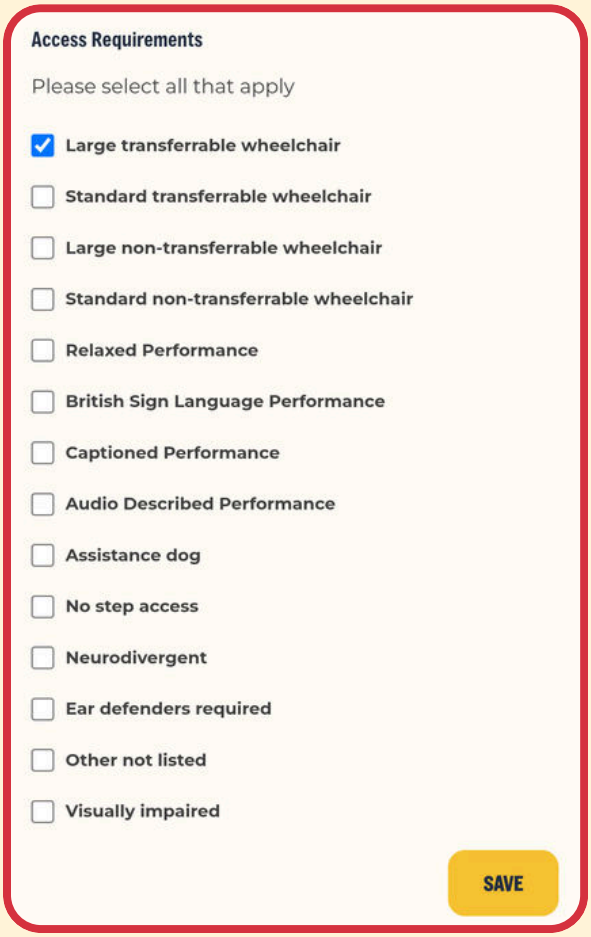
Scroll down to the section titled “Access Requirements”.



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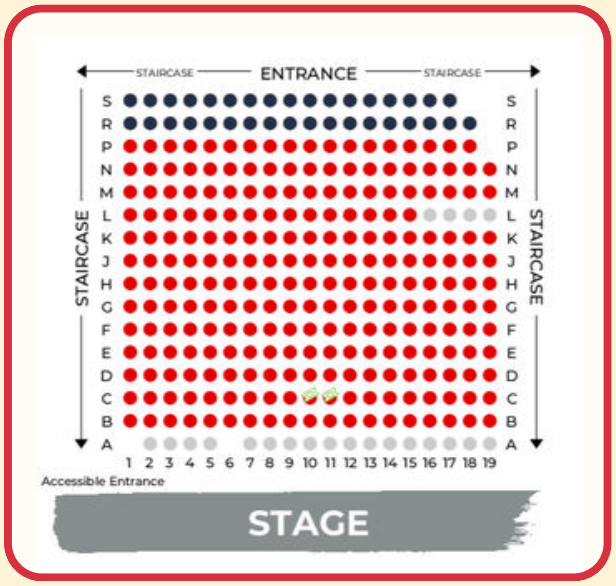

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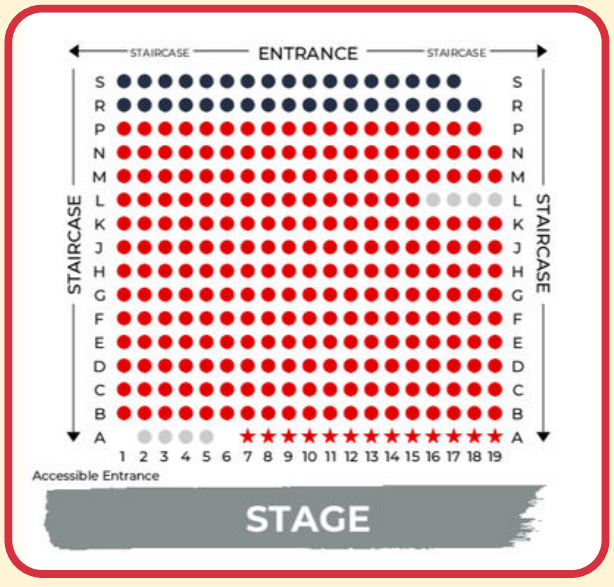

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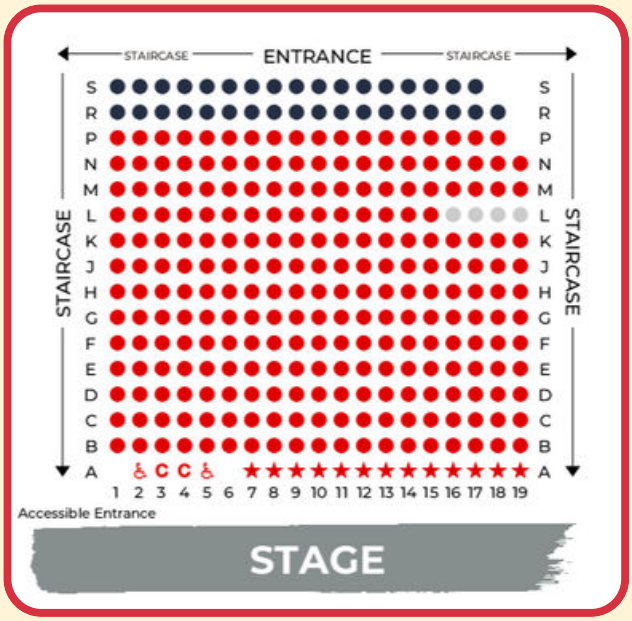

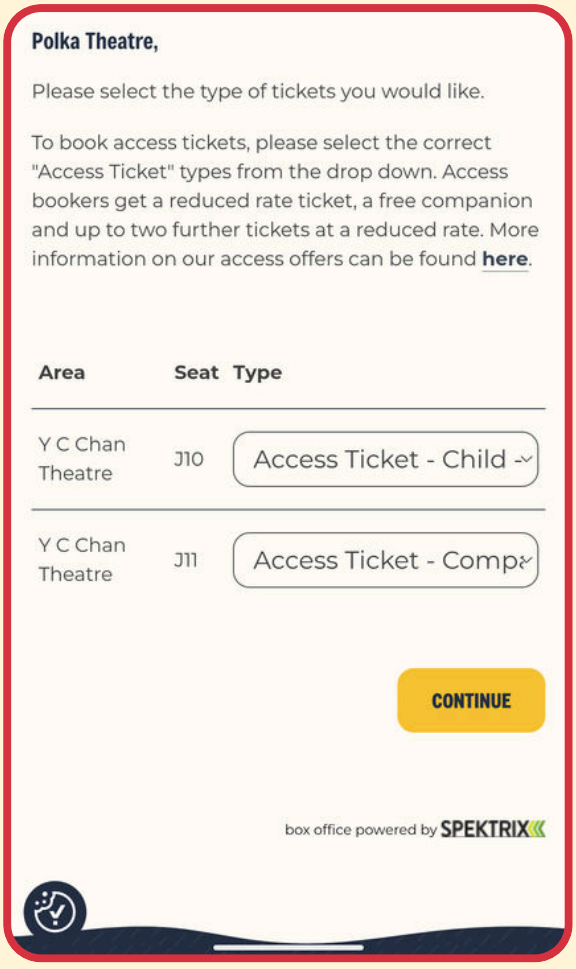

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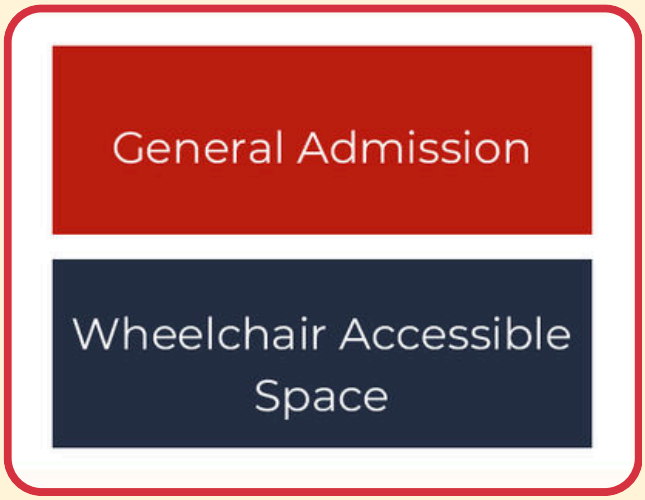

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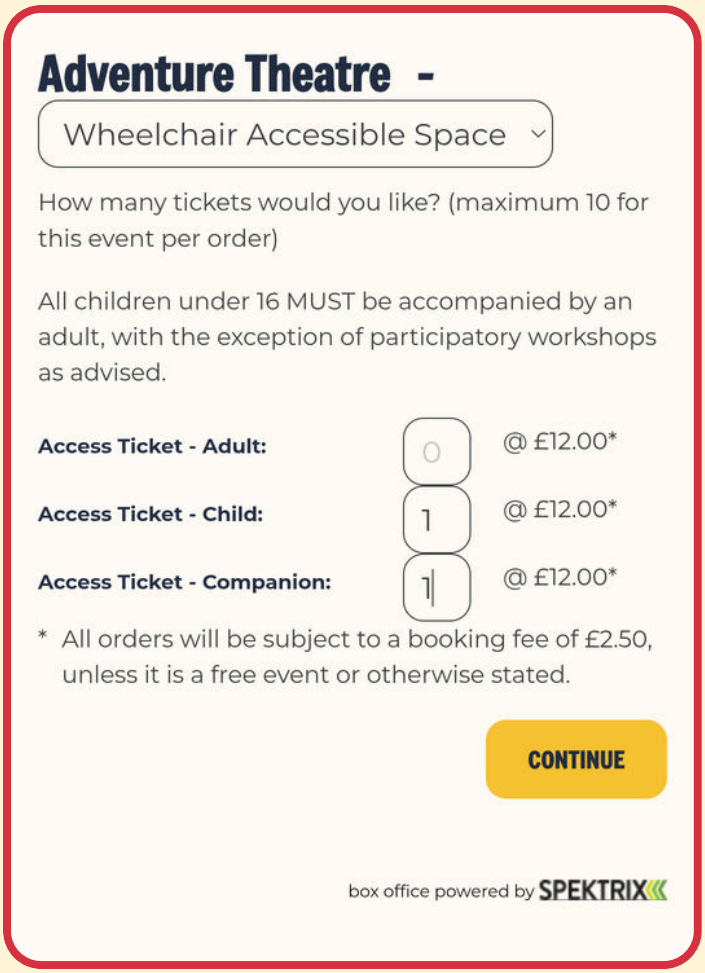

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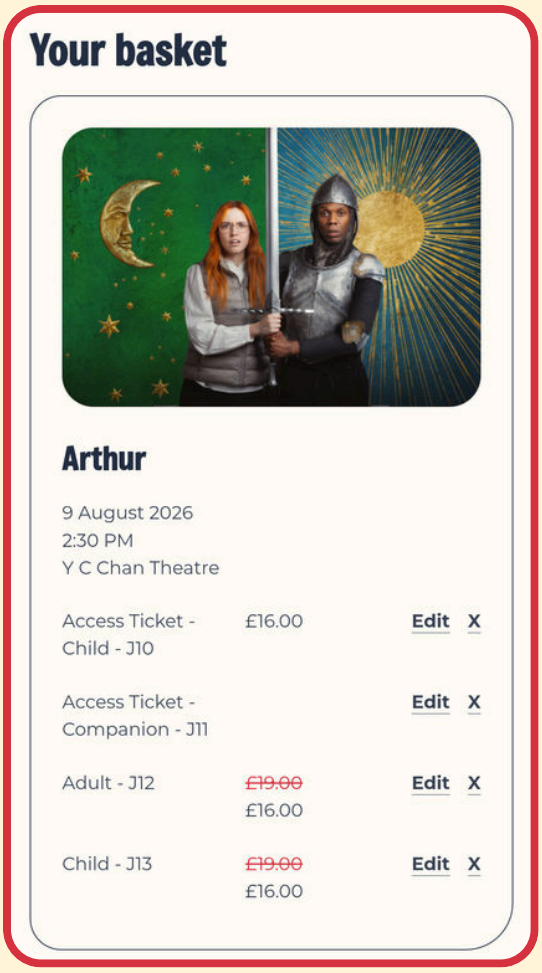


Access bookers can receive up to 2 additional tickets at the access rate. If you add these to the basket and add the code ACCESSOFFER, you will see that these discount automatically as well.

Access at Polka

We are committed to making Polka accessible and inclusive to everyone.

We provide:

- Step-free and wheelchair access to all levels
- Right and left-hand transfer accessible toilets
- Baby changing facilities
- Breakout and sensory spaces
- Clear signage across the venue
- An induction loop in our theatres and rehearsal space

Assistance dogs are welcome. Please contact Box Office prior to booking your ticket to make the team aware of any access requirements you might have.

Access performances

Polka run a variety of different access performances including:

Audio Described

British Sign Language (BSL)
Interpreted and Integrated

Captioned

Relaxed

Audio Described

An Audio Described performance offers live descriptive commentary of the show for blind or visually impaired audience members. The commentary can be accessed through a small earpiece (available to collect from Box Office before the show).

For most Audio Described performances, a Touch Tour is available. This is a chance to meet the cast, touch the stage and selected props, and gain a sense of what will be happening during the performance. Carers, companions, and family members are welcome. Touch Tours must be booked in advance with the Box Office.

A pre-show introduction will be delivered 15 minutes before the show and will be available on our website a few days before the performance.

British Sign Language (BSL)

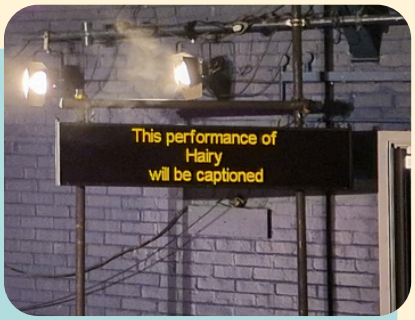
BSL Interpreted performances feature an interpreter (usually located at the side of the stage) who will use British Sign Language to interpret the show live.

BSL Integrated performances feature actors or BSL interpreters who use British Sign Language as part of the action on stage.

These performances provide D/deaf or hard of hearing patrons with a way to access theatre using their first or preferred language of communication.

Our Box Office team will be available to advise on the best seating for these performances.

Captioned



These performances feature a digital screen located at the side of the stage, or above the actors' heads. This screen displays live captions of the performance in English.

Captioned performances are suitable for D/deaf, deafened or hard of hearing audience members, for those who might not speak English as their first language, and for those who feel they benefit from captions and subtitles.

Relaxed

Relaxed performances may benefit those with sensory sensitivities and first-time theatre goers who are unsure about how their child might respond to the theatre environment.

- Auditorium lights are kept on at a low level
- Loud sound levels, flashing lights, and haze (water vapour that looks like smoke) will be reduced or removed
- Audience sizes will be smaller
- A designated chill-out space is provided

Social story packs can be found on our website before the relaxed show. These contain detailed information about the venue and the show, including a breakdown of what to expect in each scene.

All performances at Polka offer a relaxed/chilled environment in which audience members are welcome to exit and re-enter the auditorium and react vocally to the performance should they need to.