

THE TORCH THEATRE ACCESS LIST

By signing up to the Torch Theatre Access List, it will enable you to receive information about upcoming access performances and will ensure that we are able to tailor your visit to the Torch.

The Torch Theatre will hold your details on its database in order to facilitate future bookings and help us meet your access needs but they will not be shared or used for any other purposes.

Family & Children

There are baby-changing facilities available which are located near Café Torch and the Joanna Field Gallery. Highchairs are also available in Café Torch.

Wheelchair Access and Low Mobility

There is a lift to all floors, including the Theatre Bar, Café Torch and the Joanna Field Gallery. There are wheelchair accessible toilets on each floor. Wheelchair spaces are available in both performance spaces. We can store wheelchairs and have one available for loan for patrons transferring to seats. If you have low mobility, we suggest you book rows **P, L, M and N** (auditorium left) for easier access to the **Main House** and lift, and rows **C, D and E** (auditorium left) in the **Studio**.

Please inform the Box Office of your requirements when booking your tickets.

Visually Impaired

Guide dogs for visually impaired people are welcome in the theatre. We can offer seats on the end of the row to make your visit easier. Please inform Box Office when booking your ticket and ask for information on any special effects that might affect the comfort of your dog during the production.

Some performances and screenings in our season are Audio Described for those that may not be able to see everything that is happening on the stage.

Audio description is a live commentary, by trained describers, interspersed with the actor's dialogue. The description starts 15 minutes before a performance or screenings with details of the set, scenery, characters for live theatre and any other relevant details for film. Description is relayed via a discreet headset linked to the infra-red audio system. Headsets can be collected from Box Office.

Deaf and Hard of Hearing

Hearing dogs are welcome in the theatre. We can offer seats on the end of the row to make your visit easier. Please inform Box Office when booking your ticket and ask for information on any special effects that might affect the comfort of your dog during the production.

The Box Office is fitted with a **DDA compliant portable induction loop system**. Both theatre spaces are equipped with an infra-red hearing system to be used with headsets, available from the Box Office. We also programme regular subtitled screenings.

Disabled car parking

Disabled badge holders may park in the designated bays in front of the Theatre. Alternative parking is situated in the **Lower Charles Street car park less than 50 metres** from the Theatre and **Robert Street, less than 200 metres** from the Theatre.

The Torch Theatre is proud to be a Dementia and Autism Friendly organisation. If you would like to join our access list please fill in this application and send the completed form to boxoffice@torchtheatre.co.uk. For more information, call 01646 695267.

Title:

First name(s):

Surname:

Address:

Postcode:

Tel:

Mobile:

Email:

Your access requirements: (Please circle or highlight the options below)

Aisle seat: Y | N

Assistance dog: Y | N

Audio description for blind and visually impaired: Y | N

BSL performances for deaf and hard-of-hearing: Y | N

Wheelchair space: Y | N

Large print scripts (when applicable): Y | N

Preferred Seating:

Other (please specify):

The Torch Theatre will hold your details on its database in order to facilitate future bookings and help us meet your access needs but they will not be shared or used for any other purposes.

People who intentionally give false information will have their details removed from the Torch Theatre Access List. This list is regularly monitored.

By signing this form, you agree that you have a disability as defined by the Disability Discrimination Act (2005).

Signed:

Date:

How can we contact you?

If you would like to receive information about future events, shows and developments from the Torch Theatre, please circle or highlight one or more of the options below.

By Email: Y | N

By Phone: Y | N

Please indicate here if you would like to receive updates on assisted performances

By Email: Y | N

By Phone: Y | N

Please return this completed form to:

The Torch Theatre, St Peter's Road, Milford Haven, Pembrokeshire, SA73 2BU

Or email your form to:

boxoffice@torchtheatre.co.uk

For more information call the Box Office: 01646 695267

or visit www.torchtheatre.co.uk

Hynt & CEA Scheme

The Torch Theatre participates in two schemes where customers who are registered disabled can apply for a card which entitles them to bring a carer free of charge.

The CEA or Cinema Exhibitors Association card can be used in the Torch Cinema only.

The HYNT CARD is for Theatre performances in Wales, we also accept the Hynt Card for our cinema screenings too.

To apply for your Hynt Card, please visit: <http://www.hynt.co.uk/en/>

The CEA Card is a national concessionary card developed by the Cinema Exhibitors Association for UK cinemas in order to allow people with disabilities to obtain one.

Please visit: www.ceacard.co.uk