

# Dementia Friendly Guide to Blackpool's Grand Theatre

**THE GRAND**  
THEATRE | BLACKPOOL

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This **Dementia Friendly Guide** shares information on what you can expect when visiting Blackpool's Grand Theatre and the additional facilities we provide;

**Familiarisation Visit** - visiting an unknown space can be unnerving. If you would like to become well acquainted with the layout of the building prior to the visit, please contact our reception/Front of House team to book a Familiarisation Visit (call 01253 290111 or email [reception@blackpoolgrand.co.uk](mailto:reception@blackpoolgrand.co.uk)). The Theatre also offers a 3D VR (Virtual Reality) experience of the theatre; look round from the comfort of your own home on your computer, tablet or phone. See the stage from your preferred seating area. Visit [blackpoolgrand.co.uk/VR](http://blackpoolgrand.co.uk/VR).

**Our employees** - Blackpool's Grand Theatre supports Dementia Friends, an Alzheimer's Society initiative, to help people develop an understanding of dementia and turn it into action to support customers and employees who are affected by the condition. Over 50% of the theatre's employees have received Dementia Awareness Training.

**Storage of Mobility Aids** - during a performance any walkers or mobility equipment you bring to assist you into the venue and to your seat can be placed in a safe area by a member of staff. Ask a staff member when you arrive.

**Access Register** - Blackpool's Grand Theatre offers a free-to-sign-up Access Register, allowing you to book your accessible seats online (for specific access performances, and wheelchair spaces), and a free personal assistant ticket. Joining the register helps the Box Office and Front of House teams understand your needs and meet them in the best possible way. Sign up at [www.blackpoolgrand.co.uk/accessregister](http://www.blackpoolgrand.co.uk/accessregister)

**Hearing Assistant** - Blackpool's Grand has a Loop System which works with hearing aids.

**Assisted Performances** - captioned performances offer subtitles for the hard of hearing; audio-described performances offer a live commentary over headsets to blind and partially sighted people; and Sign Language Interpreted Performances offer a BSL interpreter at the side of the stage or in some cases as part of the cast. You can book a headset online when booking your tickets. Hand in your headset ticket/online voucher to a member of the Front of House staff on your arrival. You can also book when calling by phone or in person. Headsets are limited in number, so it is advised to book in advance.

**Touch Tour** - On occasions a free touch tour approximately one hour prior to the performance will be available. During a touch tour, a member of the visiting company will give you an introduction to the production and tell you about the visual elements of the production; you will also be able to explore the set and touch selected props and costumes.

**Relaxed/Chilled Performances** - small changes to the sound levels and lighting are made and no pyrotechnics or strobe lighting is used. These performances provide a less formal, more supportive atmosphere in order to reduce anxiety levels.

**Assistance Dogs** - may be taken into all three venues Main House, Space or Studio – please tell us when booking, to ensure your seat has enough space. If you prefer, you may leave your dog with a member of staff during the performance.

**Speak to a named contact to book tickets** - if you prefer a named contact call Lucy, Amy, or Shannon at Box Office on 01253 290 190, they will be happy to help. Please note that due to shift rotation/holidays they may not be able to reply for 48hrs. However, one of our other team members can help you.

**Lift Facilities** - the theatre has a chair/passenger lift available for those who are unable to make the few stairs down to the stalls, ask one of the Front of House Team/Box Office. Level access (with small ramp) is also available through Stage Door Bar (rear of the theatre). Please note that lift access is not available to the Dress Circle, Upper Circle or Gallery. The lift and wheelchair space are not suitable more mobility scooters, please check with Box Office when booking tickets.

**Toilet Facilities** - available throughout the theatre as well as a larger Accessible Toilet towards the rear of the Stalls. Accessible toilets are not available in the Dress Circle, Upper Circle or Gallery.

**Refreshments** - teas and coffees are available from the Dress Circle coffee bar and Stage Door bar. Soft drinks, ice creams and confectionary are available from the concession stands on each level of the theatre. If you just wish to avoid the queues at the interval, drinks can be pre-ordered and will be ready and waiting for your collection at a designated area. If you require assistance getting refreshments, simply advise one of the members of staff for our 'At Seat Service' on your arrival and they will ensure someone visits you during the interval to arrange drinks/refreshments to be brought to you (these re only available at designated times of the show).

**Large Print Formats** - Blackpool's Grand is committed to producing its in-house produced print in various formats (large print/audio), including its guides and season brochures. Call the box office for assistance.

**Arrival/Collection** - The front of the Theatre's main entrance on Church Street (GPS nearest postcode FY1 1HT) can be used for arrival and collection of customers with accessible needs.

**Talk To Us** - If you'd like to talk about your visit call us on 01253 290 190 or email [box@blackpoolgrand.co.uk](mailto:box@blackpoolgrand.co.uk)



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You too can register to be a Dementia Friend at [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)