

CINDERELLA

RELAXED PERFORMANCE INFORMATION PACK
SAT 16 DEC, 10:30AM

Proudly supported by:



We are looking forward to welcoming you to the Yvonne Arnaud Theatre for the relaxed performance of Cinderella, taking place on Saturday 16 December at 10:30am.

Our relaxed performance is adapted in a variety of ways for customers who benefit from a more relaxed environment which allows you to make noise and come and go from the auditorium if you need to take a break. This information pack is designed to give you a bit more information about what to expect during your visit to the Yvonne Arnaud Theatre.

If you have any more questions, please contact our Box Office. You can telephone the Box Office on 01483 44 00 00 from Mon - Sat, 10am - 5pm, or email boxoffice@yvonne-arnaud.co.uk at any time.

Getting Here

The main entrance to the theatre is just off the A281 Horsham Road heading south out of Guildford town centre. The entrance is on the right before the Millbrook Car Park, just beyond the traffic lights. We are a 7 minute walk from Guildford mainline train and bus stations.

There is a pay and display car park a short walk away from the theatre in Millbrook Car Park. Parking costs £3.60 for up to 3 hours. You can pay either with coins at the machine or through the RingGo App (location ID 17601) or by calling 0203 046 0010.

There are two free parking spaces for Blue Badge holders outside the front of the Yvonne Arnaud Theatre. Please allow time in your journey to find a parking space.

For all our latest travel information please [head to our website](#).

Entering the building

The photo below is the front of our building where you will enter. On the canopy outside the theatre you will see a large heeled shoe and a Cinderella Banner.

There is a Main Door (photo below and right) which will automatically open as you approach it.



Box Office

Our Box Office will be open before the performance if there are any issues with your tickets, or if you wish to book for anything else while you are with us!

If you require a hearing loop to help you during the performance, you can also collect these here.



Accessible Entrance

Outside the theatre entrance, there is a door on the left (see photo below) which allows access via a gentle ramp into the Stalls auditorium seating - this is our wheelchair and easy access entrance and is also used by people with walking difficulties who may not be able to use the main staircase.

Our staff will be on hand to assist anyone who needs extra help to get to their seats.



In the picture below, the arrow is pointing out the button to press to open this door.

When you push this button, the doors will open automatically outwards. This is also where you can find our accessible toilet.

It is a large, single toilet cubicle on the right hand side.

The doors at the end lead into the Main Auditorium.



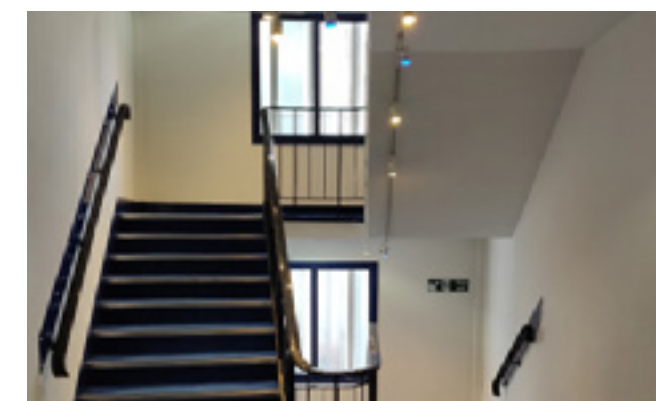
This is a close up of the button you need to press to open the accessible doors.

The Lift and Stairs

You will find our lift on your right as you walk in the main doors. You can use this lift to go to the top floor (the Circle), where you will find our Relaxation Room in the Belvedere Room.

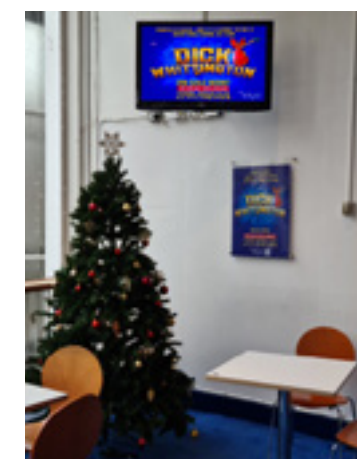
We also have two staircases, the main stairs in the Cafe, and the side stairs next to the entrance to the lift.

Please note, the lift does not stop at the first floor (the Stalls), the entrance to the auditorium. You can only access this floor by the stairs. If you are unable to use the stairs, but have tickets for the stalls, you will need to use the accessible entrance.



Stalls Bar

If during the performance you need to pop out for a while, but don't want to miss out, you are able to leave the auditorium (the doors will be left open, you can come and go as much as you would like), and go to the Stalls Bar on the first floor, where a live stream of the performance will be showing.



Café

The Café is serving hot, cold and alcoholic drinks as well as light snacks and hot food. You can pre-order these on our website and they will be waiting for you when you arrive. If you cannot find what you have ordered, please ask café staff, they will be dressed in black.

The Café will open from 9.30am, remaining open for any intervals. Please see our [Food & Drink page](#) of the website for more info and for our winter menu, we take both cash and card payments.

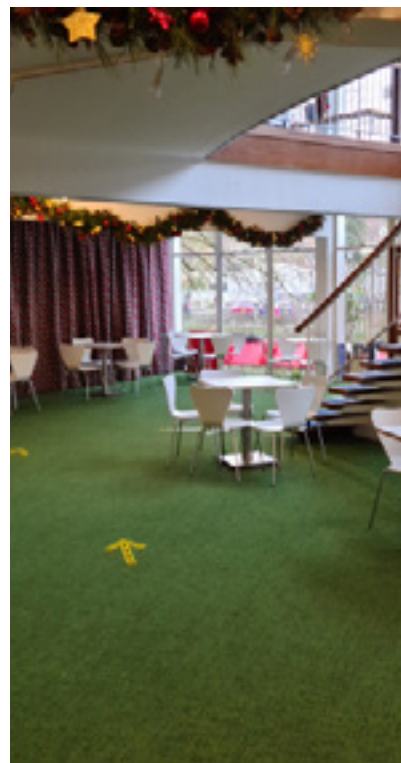


Foyer

The foyer areas can sometimes get a little busy and noisy, because everyone is excited to see the show.

You may wish to arrive early or visit our Relaxation Room before the performance starts.

On the ground floor of the theatre we have a Café, a cloakroom where you can leave coats and bags for £1, and ladies' and gentlemen's toilets, with an access toilet via the exterior as mentioned above.



Hearing Loop

We have radio hearing loops, if you require assistance hearing the actors on stage.

Please ask at Box Office and they will give you a headset to use and show you how to use it if you have not used one before.

There are two types of headset; one for those who already wear a hearing aid and a second for those who don't.



Merchandise

We will be selling merchandise in the Stalls Bar, including Christmas activity packs.



Taking your Seats

You can take your seats as soon as the auditorium is open at around 10am, half an hour before the show starts. However, if you prefer to wait in the foyers until just before the show starts, this is also ok.

On your ticket, you will find your seat number. Our ushers will help you find your seat and there may be steps down to your seat.

Inside the Auditorium

This is what the actors see when they are performing for you.



The theatre can hold nearly 600 people.

Relaxation Room

This is our Relaxation Room which will be in our Belvedere Room, located on the top floor of the building. You can get here via the stairs or lift.

The room will be open on the day of the performance. and will have a television showing the pantomime live from the stage.

You can come and go from the Relaxation Room as many times as you need and staff will be on-hand to help if you have any queries on the day.



About Cinderella

The story of Cinderella will be told in two Acts.

Act one will last approximately 65 minutes.

At the end of Act One, there will be a 20 minute interval which will give you the chance to stretch your legs, go to the toilet or buy a drink, ice-cream or sweets.

Act two will last approximately 65 minutes.

The performance should last approximately 2 hours 30 minutes in total and should be finished by 1pm.

We will keep the auditorium main lights on throughout the performance and we have removed the loud noises, audience interaction, and flashing lights from the show to make it a more relaxed atmosphere.

Now time to meet the cast!





This is **Cinderella**

Cinderella is Played by **Clair Gleave**
Cinderella is our heroine and lives with her wicked stepmother, Baroness Hard-Up.



This is **Buttons**

Buttons is played by **James Merry**
Buttons is a handy man to the house of Hard-Up and Cinderella's friend.



This is Dame **Thelma** (Ti-Ti)

Thelma is played by **Peter Gordon**
Thelma is Cinderella's Stepsister, she's an influencer and holistic wellness consultant.



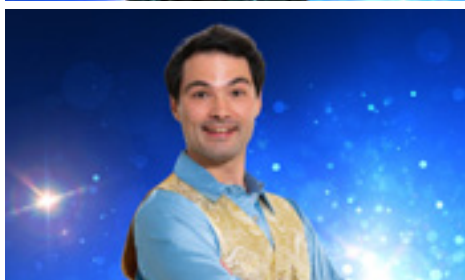
This is **Dame Louise** (Lou-Lou)

Louise is played by **Matt Pinches**
Louise is younger and prettier sister to Thelma.



This is **Baroness Hard-Up**

The Baroness is played by **Lucy Benjamin**
The Baroness is a business woman of uncertain occupation.



This is **Prince Harold Charming**

The Prince is played by **Stanton Wright**
Prince Charming is a Prince who likes to waltz and is looking for a Princess.



This is **Fairy God Mother**

Fairy is played by **Claudia Kariuki**
Fairy is a magical friend to Cinderella's late mother.

If a cast member is unable to perform, there may be an understudy onstage.

Would you like to visit us before the performance?

If it would be helpful for you to visit the Yvonne Arnaud before the day of the Relaxed Performance, so you can have a look at our facilities and familiarise yourself with the building, then we would be happy to arrange this for you.

If you would like to do this, please contact our Box Office to arrange a suitable date and time to do this when the building will be quiet.

Staff will show you around the building (where possible) and will be able to answer any questions you may have.

Please telephone 01483 44 00 00 or email boxoffice@yvonne-arnaud.co.uk to arrange your visit.

WE HOPE THAT YOU ENJOY THE SHOW!

We try and make our performances as accessible as possible so we welcome any feedback on how we could improve this pack in the future.

If you have any further questions please contact Box Office on 01483 44 00 00 or boxoffice@yvonne-arnaud.co.uk



All information in this document correct at time of publishing.