

DOMINION THEATRE

FACT SHEET FOR GROUPS VISITING THE DOMINION THEATRE

OVERVIEW

This document is designed to assist those bringing groups to plan for an enjoyable, stress-free visit. If you have any questions not covered in this document, please email us at online@nederland.co.uk and we will endeavour to reply within 2 working days.

We adhere fully to the license granted to us by The London Borough of Camden which governs the type of entertainment, the safety procedures we have in place for all visitors and our ability to serve alcohol.

Staff are present at the back of the auditorium and near to fire exits throughout the performance to assist patrons. During your visit, please do not hesitate to talk to a member of staff if you have any concerns or require any assistance and they will do their best to help.

GETTING TO AND FROM THE THEATRE

The Dominion Theatre's full address is;
268-269 Tottenham Court Road
London
W1T 7AQ

TRANSPORT LINKS

The nearest underground stations are:

- Tottenham Court Road (Northern and Central Lines) - right outside the theatre
- Leicester Square (Piccadilly and Northern Lines) - 7 minute walk
- Oxford Circus (Central, Bakerloo and Victoria Lines) - 10 minute walk

ON ARRIVAL

If you do not already have your tickets, one adult leader should report to the Box Office in the main foyer to collect them. Each individual will then need to be provided with a ticket.

We ask all group parties to arrive at least 30 minutes before the scheduled start of the performance to allow you to collect tickets, distribute them, use venue facilities and find your seats in good time to the performance starting promptly.

LATECOMERS

If you arrive not long after the show has started, we may ask you to wait until a suitable point in the performance when we will be able to take you into your seats with minimal disruption to the cast and other audience members. If you arrive more than 20 minutes after the show has started, or if there are a large number of people arriving late, then to minimise disruption, we will ask you to watch the show from standing positions at the back of the circle. During the interval, you and the rest of your group will be able to take your seats.

Please note the latecomers policy does not apply for relaxed performances.

AT THE END OF THE SHOW

The Devil Wears Prada lasts approximately 2 hours and 30 minutes including the 20 minute interval.

At the end of the show bars will be closed, but the merchandise shops and toilets will remain open for a further 15 minutes. The main foyer gets very busy and patrons may exit from any door, so we recommend that you arrange a specific meeting point for your group outside of the theatre. Local 'landmarks' include,

Centre Point - across New Oxford Street to the left of the theatre as you leave the main entrance or directly opposite if you exit from the right

hand exits inside the theatre as you look at the stage;

Boots and Primark - opposite the theatre to the right as you leave via the main entrance;

VQ restaurant; round the corner to the right of the theatre as you leave the main entrance or directly opposite if you exit from any exit to the left of the theatre as you look at the stage;

The Bloomsbury Hotel - At the back of the theatre, around the corner to the left or right of the theatre if you leave through the main entrance, or directly opposite if you leave through and exit at the stage side of the auditorium.

SECURITY AND SAFETY

The safety and security of all visitors to the theatre is taken very seriously. Security teams are present at the theatre throughout the day and CCTV is in operation both outside and inside the venue. We have emergency plans in place for many different scenarios and staff trained and regularly drilled in these plans.

All patrons entering the auditorium must have their own ticket.

BAGS

We encourage patrons not to bring large bags or shopping into the theatre.

We currently operate a bag search policy and request that all visitors allow plenty of time to facilitate this.

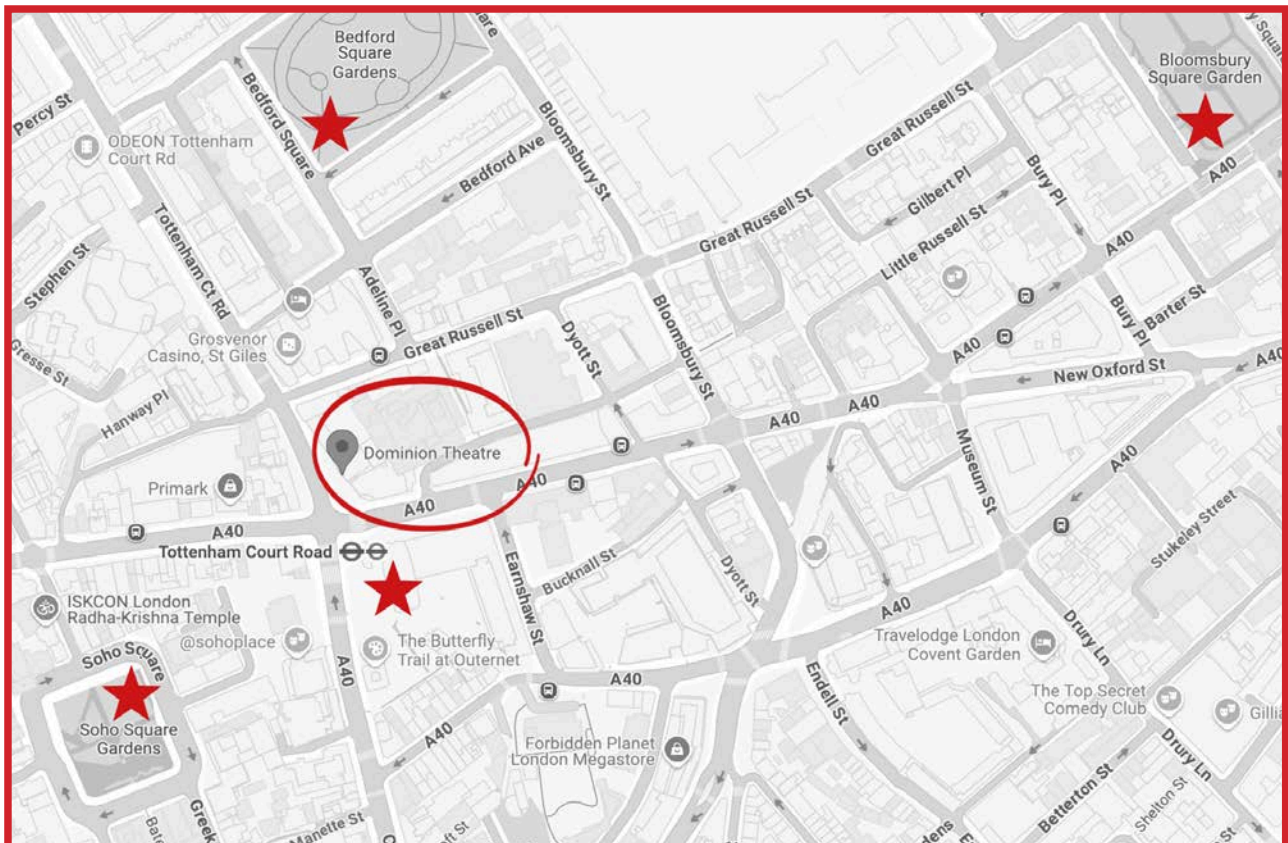
We do have a small cloakroom but, due to a lack of space we ask that large bags are not brought to the theatre. Any bags that will not safely fit under the auditorium seats must be put into the cloakroom along with any alcoholic drinks not purchased within the venue.

No belongings should even be left unattended in or around the venue. If you see something that looks suspicious, please tell a member of the Front of House team immediately.

EVACUATION

Should it be necessary to evacuate the theatre for any reason the show will stop and the Front of House Manager will advise the audience of the situation, directing them to follow the instructions of staff. There are numerous exits from the auditorium, as marked on the attached map, and all of them will be manned during an evacuation by a member of staff who will indicate the nearest safe route for patrons to take.

We strongly advise that you pre-arrange a meeting point with your group to be used in the event of an emergency. The nearest open spaces are Centre Point next to Tottenham Court Road Station; Bloomsbury Square; outside Bedford Square Gardens and Soho Square. We have included a map below for your information.



LOCK DOWN

In the event of a threat outside of the venue we will take the advice of security services and for everyone's safety may 'lock down' the theatre until the threat has passed. All patrons will be encouraged to remain in their seats during this time. We will update patrons as information is received from the security services and follow their advice once the threat has passed.

FIRST AID

The Dominion Theatre has multiple first aiders on duty at each performance, covering all levels of the building. First aid kits and automatic defibrillator machines are stored in several accessible areas around the theatre. The nearest hospital is University College Hospital at the top of Tottenham Court Road.

FOOD SAFETY AND HYGIENE

All food that can be purchased within the venue is served in sealed packaging. All ice cream is kept at the optimum frozen temperature at all times. Allergen information and ingredient information is available on our products. Please ask a member of staff for this information.

RISK ASSESSMENT

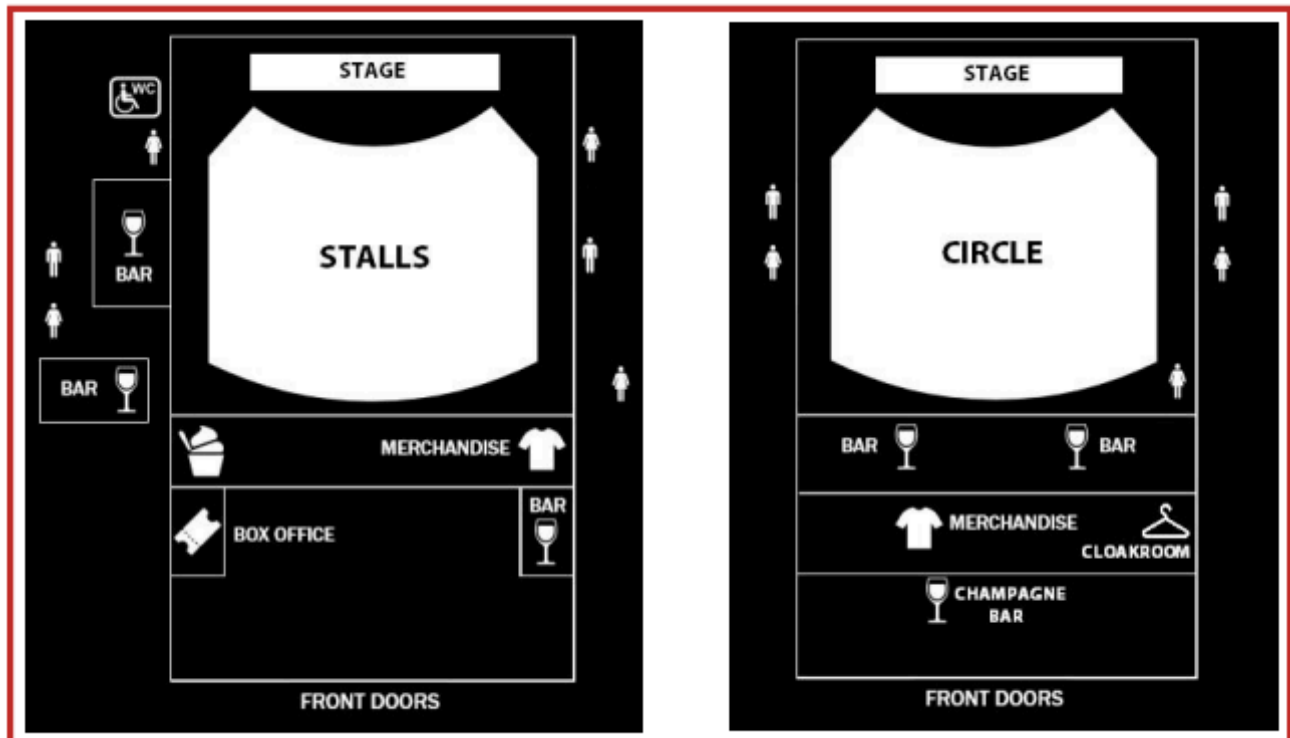
Hopefully this guide will provide you with all the information that you need to complete an assessment for your visit however, should you need to visit the venue before your visit please contact Theatre Management on 0207 9270900 option 5 or email us at online@nederland.co.uk and we will endeavour to facilitate a visit for you.

ENJOYING YOUR VISIT

We want every patron to have a fantastic time at the Dominion Theatre. Front of House staff are present at all times to help make your visit as enjoyable as possible. If you have any questions, or concerns, please speak to a member of the team and they will do their best to help.

FACILITIES

The Dominion Theatre has a number of bars and merchandise outlets throughout the theatre on both levels.



All bars serve a variety of alcoholic drinks, soft drinks and snacks. Ice-creams are available from the kiosk in the stalls and will be sold inside the auditorium during the interval. All items purchased in the venue can be consumed in the auditorium.

To avoid queuing in the interval, orders for drinks and snacks may be placed at any bar prior to the start of the show to be served in the interval. A selection of soft drinks and snacks may also be pre-ordered in advance by groups using the attached form.

For those wishing to leave coats and bags, a cloakroom is available at the top of the main staircase on the right. Each item is charged at £1.

Booster cushions are available from the ice-cream parlour for patrons seated in the stalls. These are charged at £1 each to cover the cost of cleaning and replacement. Booster cushions are not required in the circle due to the steep rake of the seats.

The Dominion Theatre has a large number of toilets, they are situated on both the left and right of the auditorium on both levels. An accessible toilet is available at the front left of the stalls. We operate a radar key system, but if you require the use of this toilet and do not have a radar key please speak to a member of staff.

DISRUPTIVE BEHAVIOUR

To minimise disturbance to others, patrons are requested to remain in their allocated seat throughout the performance. Patrons leaving during the performance may be asked to remain outside the auditorium until a suitable point in the show, or until the interval/ end of the show. Mobile phones should be turned off or put in silent mode and not used during the performance since their light is very distracting.

If any group or individual is seen to be causing a disturbance to others, they will be approached by a member of the Front of House team who will politely ask them to stop their distracting behaviour. If the group or individual continues to cause a disturbance they may be required to leave the auditorium. In such situations, refunds are not given.

CONDUCT OF STUDENTS

If students misbehave during their visit, staff will alert the leading member of the school party advising them of the theatre policies and procedures concerning disruptive members of the audience. If the behaviour of the students does not improve they will be required to leave, along with a responsible adult. In such situations, refunds are not given.