



- Auditorium
- Function Rooms
- Café / Bar
- Box Office



# ACCESS PACK



# Welcome!

- 🤗 Welcome! - We want everyone to feel happy and safe when they come to the theatre.
- 📖 Theatre Layout – Helps you get to know what to expect before you get here.
- 🖼️ Your Guide - This picture guide will help you get ready for your visit to The Eric Morecambe Centre.
- 🎭 What to Expect - Some people like to know what will happen before the show begins, and that's okay!
- 💡 Lights – Learn about the lighting used in the show
- 🔊 Sounds – Find out about any loud or surprising sounds.





**This is what a performance at The Eric Morecambe Centre looks like. It is performed in front of forward-facing seats in the stalls and in the balcony upstairs, which means the audience sit in front of the characters.**



**This is how our auditorium looks from the stage and from the stalls looking up to the balcony.**

**Our theatre accommodates up to 511 for seated events and for standing events it can accommodate 751.**

**We offer a diverse programme of shows, including pantomimes, comedy, live music and guest talks.**



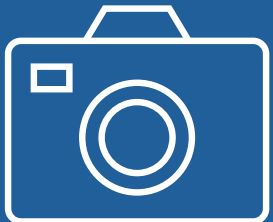
# About The Show



- The performance running times vary, details may be found on the website. Alternatively, please contact the box office for more information.



- The show may use smoke and haze in the performance.
- The show may contain loud noises and bangs.
- The show many contain strobe or flashing lights.
- Audience participation may take place during the performance.



- The use of photography and filming is strictly prohibited at our venue; however, some shows may allow this. This information will be clarified upon arrival.

If you have any worries or questions about the information above, please contact the Box Office before your visit or ask a staff member when you arrive.

# Accessible Parking at The Eric Morecambe Centre

- For car parking, follow signs to Harpenden Leisure Centre and park in the Amenbury Lane Car Park, which is located next to the Leisure Centre. The Postcode for the car park is AL5 2HS.
- We are a short walk from Amenbury Lane car park and there are dropped curbs, and ramps for wheelchairs along the way. Please note the ramp is on an incline and there is a graveled section.
- There are parking spaces available to Blue Badge holders located in the Leisure Centre Car Park, these spaces are subject to availability.



# What To Expect At The Theatre



**There is level access to the entrance of The Eric Morecambe Centre via the ramp.**



**Level access remains throughout the main entrance, box office & foyer area. There is a lift to the ground floor where level access continues.**



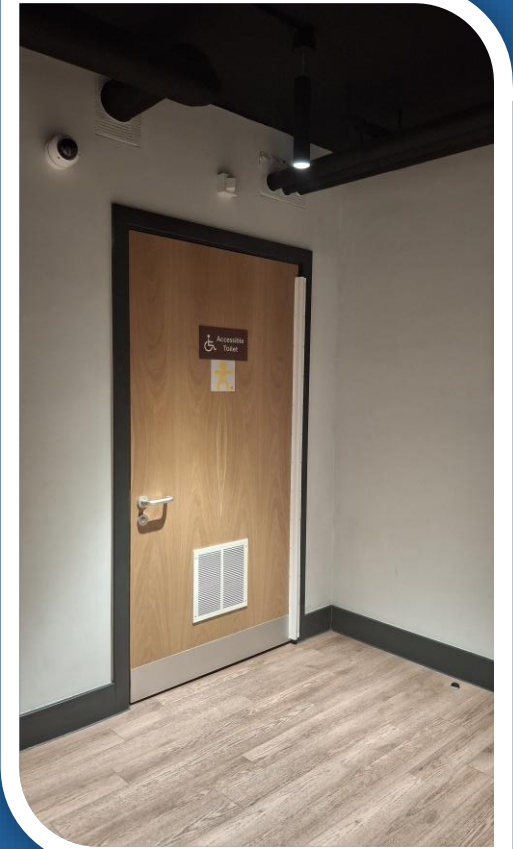
**This is the front entrance to Eric Morecambe Centre. There is wheelchair access through the automatic front doors of the theatre, and manual foyer doors.**



Priority seating is available in the main foyer. This area may also be utilised during show times as a quiet space if available. One of our function rooms may also be available. Please check on the day.



This is the Box Office where you can book tickets, amend your existing booking or ask any queries you may have. People can gather here if you are waiting for additional members of your party to arrive before the show starts.



Disabled Toilets are located on the lower and upper levels as well as main toilets which are also located on the upper and lower floors. These are all accessible. The lower level toilets are accessible via lift or via 15 stairs



**Café Bar (located on upper/entrance level)**

**The Café Bar offers:**

- Hot, cold drinks, soft drinks and smaller selection of alcoholic beverages.
- Confectionary snacks such as crisps, ice cream and small selection of chocolate packs.



**Main Bar (located on lower/ground level - accessible via or 15 stairs)**

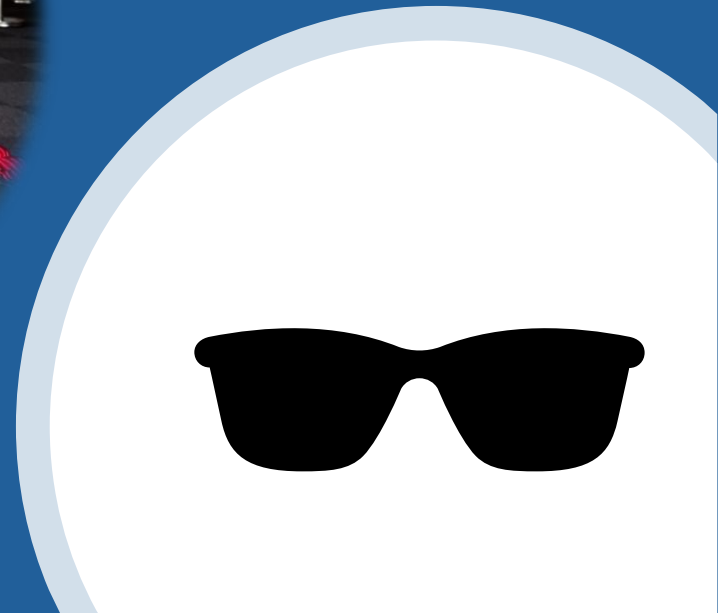
**The Main Bar Offers:**

- Hot, cold, soft and wider range of alcoholic beverages, Confectionary snacks such as crisps, ice cream and a small selection of chocolate packs.

# Access Pack Tote Bags

At The Eric Morecambe Centre we have a limited number of Access Pack Tote Bags available. This tote bag includes items such as:

- Ear Defenders and Ear Plugs
  - Sunglasses
  - Colouring Sheets and Crayons
  - Fidget Toy
  - Printed Version of Access Pack
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- These Access Pack Tote Bags can be reserved from The Box Office in advance by telephone or email.
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- Please note: You will be required to leave a deposit of either £20 cash or a form of ID , either option will be returned to you in exchange for the Access Pack Tote Bag at the end of the performance. If The Box Office is closed, please return your Access Pack Tote Bag to The Duty Manager.



# WaveCAST



- At The Eric Morecambe Centre we have a WaveCAST WIFI system for individuals who are Hard of Hearing.
- To access this, download the Williams AV WaveCAST App.
- On your Mobile Device, open your WIFI settings and connect to Harpenden Show Audio. (Password - Harpenden2021)
- This connection will show with No Internet Access and on some devices you may need to turn off mobile data.
- • Open the WaveCAST app and connect to Harpenden Show Audio. (You may need to be inside the Auditorium to connect and to listen to any audio)
- Please note we have a spare device on site should you not own a smart device, or your own device cannot connect. Please speak to the Duty Manager on site should you require any assistance.

If you have any queries in advance of your visit, please contact the Box Office directly

# Other Information



**Your guide, hearing or support dog is welcome. Please advise the Box Office at time of booking. We do require proof of eligibility through a Recognised Assistance Dog ID card.**



**Certain performances are BSL signed for the deaf/hard of hearing. For further information on these, please contact the Box Office.**



**Touch tours may be available upon request.**



**Please do check your booking carefully and if you need to make any amendments to your booking then please visit the box office or contact the venue.**

**For more information, please contact us at the Box Office.**



**Call The Box Office on 01582 767525 between the hours of 10am-2pm, Monday to Saturday.**



**Email the team on emcticketing@everyoneactive.com**



**Visit and speak with our friendly Box Office team in-person between the hours of 10am-2pm, Monday to Saturday.**



**Accessibility | The Eric Morecambe Centre | Everyone Theatres**



**We aim to be as accessible and inclusive as possible for everyone who visits our venue.  
We are here to ensure everyone's visit to the Eric Morecambe Centre is a positive and memorable one.**