



Photo: Will Green Photography

# **AN EASY-READ & VISUAL GUIDE**

## **to the New Wolsey Theatre**

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# Welcome

Welcome to the New Wolsey Theatre.

We are a mid-sized, award-winning theatre based in Ipswich, Suffolk, which opened in 2000. There are 400 seats in our auditorium and we are well-known for the quality of the shows we produce, particularly actor-musician shows, Rock 'n' Roll pantomimes and our work with Ramps on the Moon.

Our new Chief Executive, Douglas Rintoul, started at the New Wolsey Theatre in the summer of 2022.



Photo: Will Green Photography

Douglas Rintoul outside the  
New Wolsey Theatre

# Accessibility

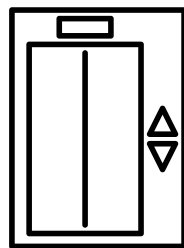
The New Wolsey Theatre aims to be as accessible as possible. We are a space for everyone. Here are some of the things you can expect from the theatre, next to some of the signs you can look out for when you're here:

To find out more about access at the New Wolsey, including video's on how to book accesible performances, head to:

[www.wolseytheatre.co.uk/access/](http://www.wolseytheatre.co.uk/access/)



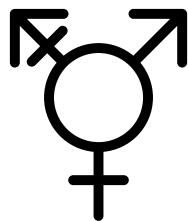
Step-free and  
wheelchair seating



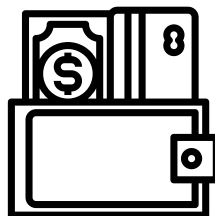
A lift to all levels



Accessible toilets  
(both upstairs and  
downstairs)



Gender-neutral toilets  
(both upstairs and  
downstairs)



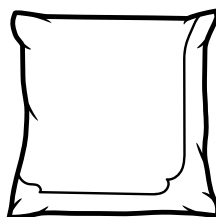
Cash and card  
accepted



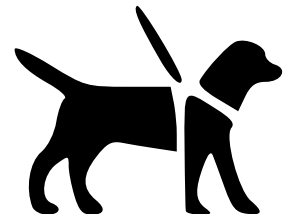
Manual wheelchairs  
available to borrow\*



Ear defenders  
available to borrow\*



Comfort cushions  
available to borrow\*



Assistance/Guide  
dogs are welcome\*\*

\*Speak to our Box Office staff to borrow one

\*\*We can help by dog-sitting during a show





Infra-red Hearing  
Enhancement

**AD)))**

Audio Description\*  
(via a headset)

**CAP**

Captioning\*



British Sign Language  
(BSL) interpretation\*



Livestreamed  
Performances\*

**RP/DF**

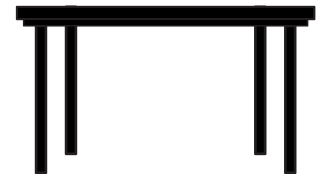
Relaxed/Dementia-  
Friendly Performances\*



Changing Places Facility  
(in step-free building, NW2)

**TOUCH  
TOUR**

Touch Tours\*



Access tables with more  
information about the show\*

Lots of our staff members are Dementia Friends. Some also have basic BSL understanding and skills and/or are trained sight guides. Ushers are on hand throughout a performance so you can ask for help if you need it.

If you have any specific access requirements, please let us know when you're booking your tickets so we can make sure you have a fantastic time at our theatre.

\*Available on specific performances only – not all shows. Please check our website for more information about the show you'd like to book: [www.wolseytheatre.co.uk](http://www.wolseytheatre.co.uk)

# Car Parking

Full information:  
[www.wolseytheatre.co.uk/your-visit/](http://www.wolseytheatre.co.uk/your-visit/)

The New Wolsey Theatre does not have its own car park, except for a few spaces at the back of the building which are not open to the public (see page 25 for more information about these), but there are a few car parks nearby.

Right next to the theatre is the Wolsey Car Park, run by Napier Parking. This is a large open-air car park that has multiple levels, one of which – the closest to the theatre – has step-free access to the front of the building. Instructions on how to pay for parking here can be found below.

Beneath the theatre is an underground car park called the Spiral Car Park, which is now open 24/7. Payment is made on exit.

## **Wolsey Car Park Machine Instructions**

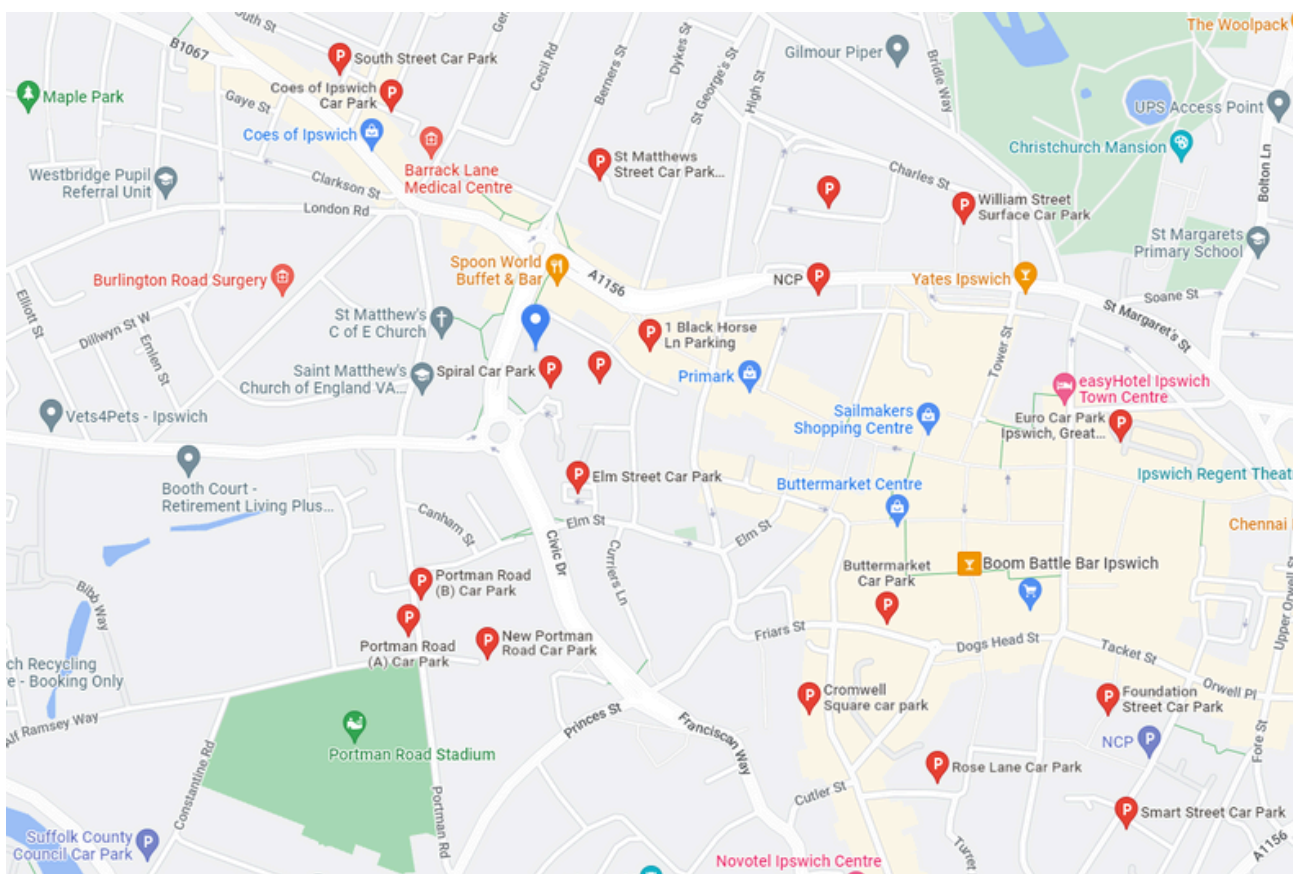
At the Wolsey Car Park, there is a cheaper evening rate, priced at £2.50.



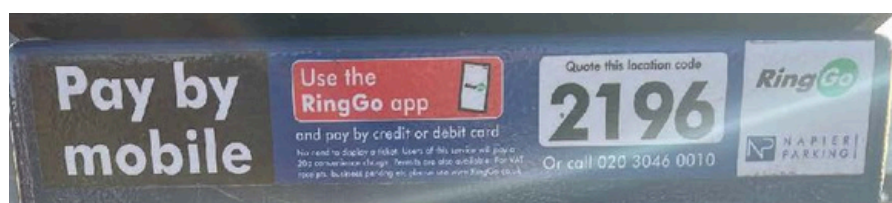
Here is how to get the evening rate:

1. Press the yellow button – marked with an “i”
2. Enter your vehicle’s registration using the keypad
3. Press the green “Valid” button
4. Pay £2.50, either by cash or card
5. Press the green “Valid” button again
6. Display the ticket in the window of your car

Other nearby car parks include parking lots by Elm Street, Portman Road and the Buttermarket Centre. Take a look at this map to see where else is available to you.



Some car parks don't have a machine to pay for your parking with or, if they do, it might only take cash or only take card/contactless payments. Make sure to check whether the space you've parked in has a machine and how it accepts payment, or if it uses an app like RingGo, JustPark or PayByPhone. Some, like the Wolsey Car Park, have more than one option so you can choose. See the photo below to see what it looks like if an app can be used for payment.





# Entrance, Front of House and Facilities

## Entrance

The front of our theatre has a large golden canopy over the entrance doors and a black and gold sign reading 'New Wolsey Theatre.' Our Café is likely to be open, so there will probably be tables and chairs set outside (weather permitting!).

Opposite the entrance to the main theatre, across the square we've called 'Theatre Square,' is our second building called 'NW2.' It has a zig-zagged gold roof and the whole front wall is glass. Both buildings have step-free access available.

In the middle of Theatre Square is a large black tower. At the bottom of it is a circular space called 'The Bowl.' This is an outdoors performance space that we use in the summer.





## **Front of House**

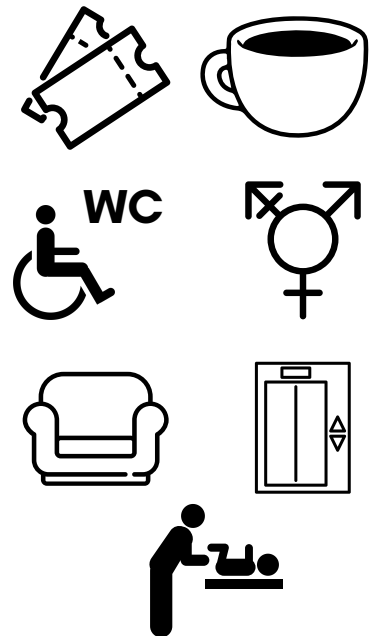
We call the whole front indoor spaces of the theatre building - the bit you visit before you get into the auditorium - the 'front of house' area. This includes the Café & Bar (both the upstairs and downstairs counters), all non-auditorium seating areas, the balcony and outside terrace, the Box Office, toilets and lift.

All of our front-of-house spaces can be accessed without steps, with the lift taking you up from the foyer to the first floor.

## **Ground Floor**

On the ground floor you will find:

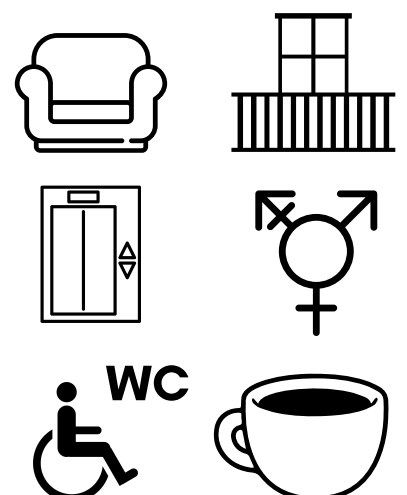
- Box Office
- Café & Bar
- Toilets - male, female and an accessible, gender-neutral toilet
  - Both male & female toilets have baby changing facilities
- Seating areas, both inside and outside
- Lift



## **First Floor**

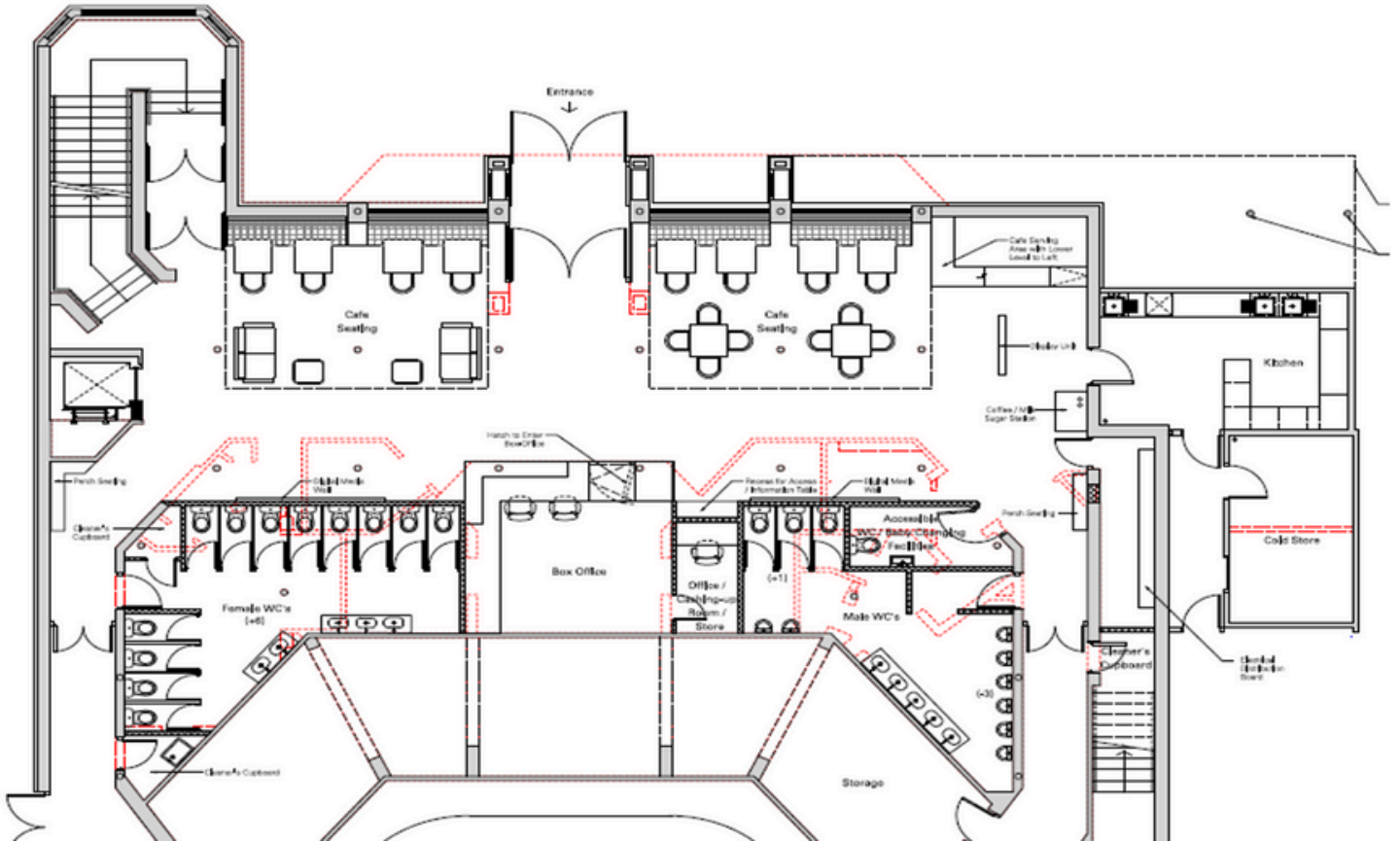
On the first floor you will find:

- Seating areas, both comfy and working spaces
- Balcony
- Lift
- Gender-neutral and accessible toilets
- Bar

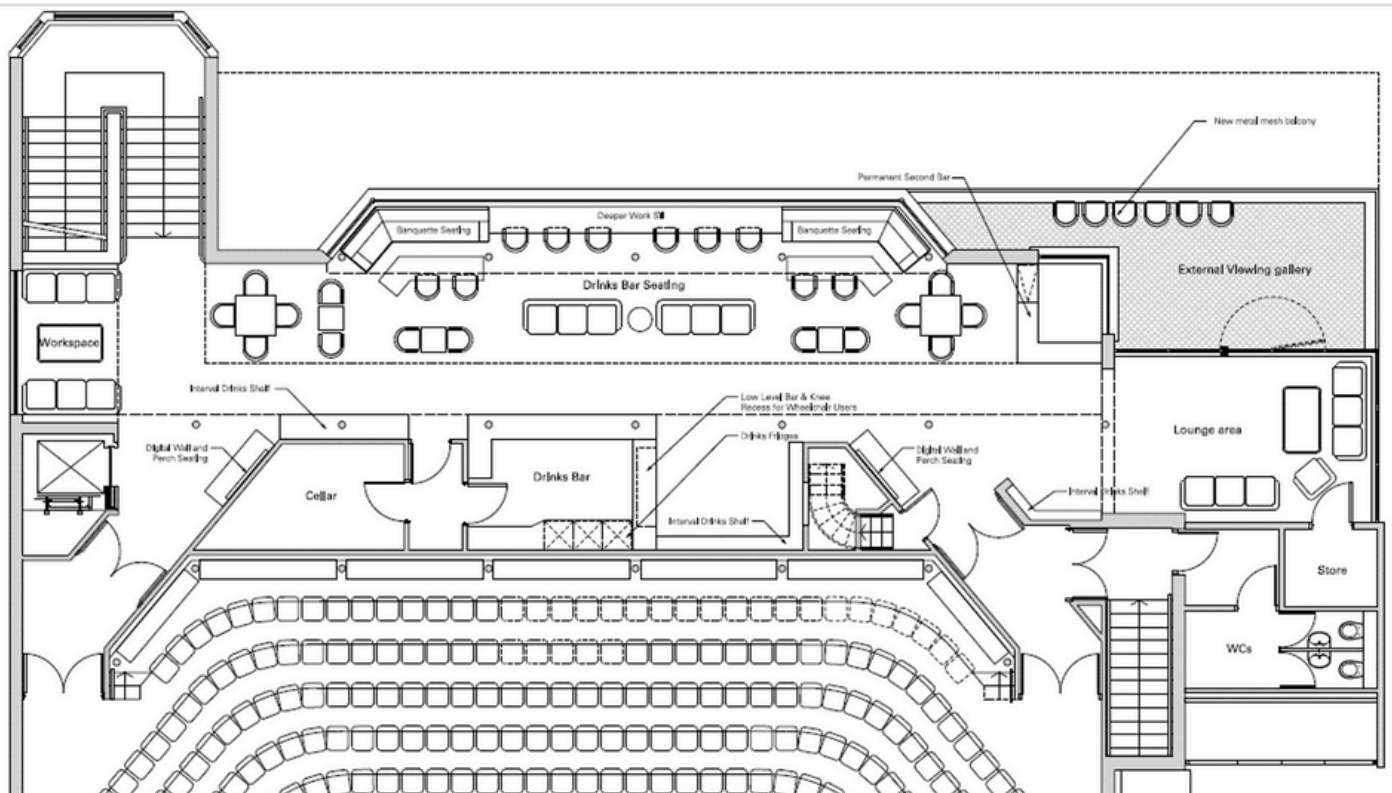


# Map of Front of House

## Ground Floor



## First Floor



# Box Office

The Box Office is like a reception - it is where you can ask questions, book tickets and pick up flyers for upcoming shows or local events. Our Box Office is right in front of you as you walk in the front doors. There is a big pink 'NW' from our logo painted on the wall behind it. A member of staff will be working at the Box Office and they will be able to help you with any questions you might have.

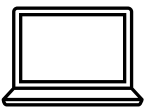
## Box Office Opening Hours

Mon - Sat, 10am - 6pm.

This extends to 7.45pm if there is an evening performance.

During these times we are open in person, on live chat (on our website) and over the phone.

## Box Office Contact Details



Website: [www.wolseytheatre.co.uk/](http://www.wolseytheatre.co.uk/)



Email: [tickets@wolseytheatre.co.uk](mailto:tickets@wolseytheatre.co.uk)



Phone: 01473 295900



Address:

The New Wolsey Theatre

Civic Drive,

Ipswich,

Suffolk

IP1 2AS

# The New Wolsey Theatre Café & Bar

The New Wolsey Café & Bar is a stunningly decorated independent venue set over two floors with plenty of comfortable seating, free Wi-Fi and a relaxed atmosphere.

It's a unique and spacious place with step-free access and a lift to the first floor. Located in the heart of the main theatre building, the Café & Bar has further seating on the large shady terrace outside and on an open-air balcony overlooking Theatre Square.

It's the ideal meeting place for friends, family and large groups to get together, as well as the perfect spot to escape the office for a change of scene, business meetings and away-days.

## **Café & Bar Opening Hours**

Mon - Sat, 10am - 3pm and from 1 hour before a show starts.  
Then until 11pm after performances



Photos: Will Green Photography, 2024.



# Front of House walk-through



You'll enter the theatre through our main door. These are fully automatic and open outward



Directly in front of you is our box office. This where you can buy & collect tickets as well as AD headsets, ear defenders and seat cushions



To the left as you enter is our Cafe & Bar which will be open for every performance. Full details can be found on page 12





Our accessible & gender neutral toilet downstairs can be found round the corner to the left of the box office

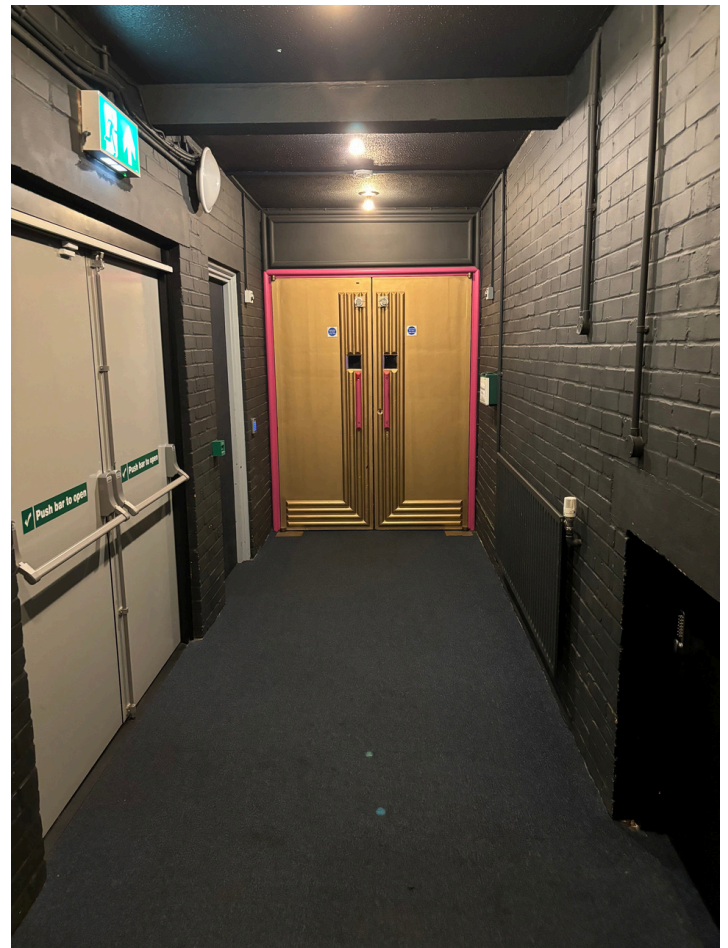


Both male & female toilets on our ground floor have baby changing facilities

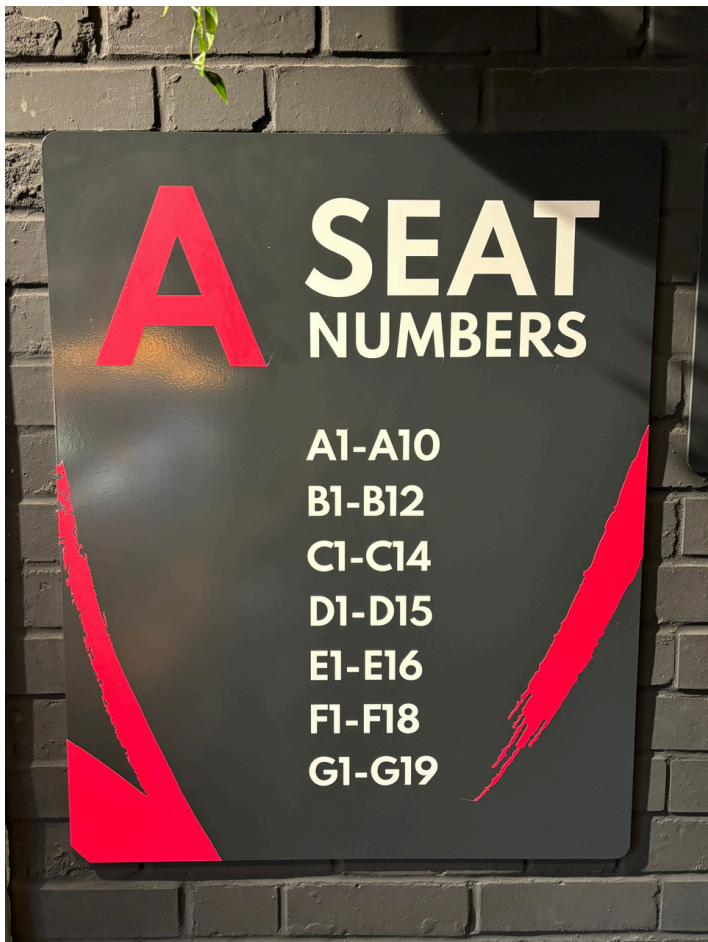




This is how the corridors to the auditorium look



And the doors as you enter the auditorium



Before you enter the corridors down to the auditorium, you will find a list of the seats we advise going to through that door

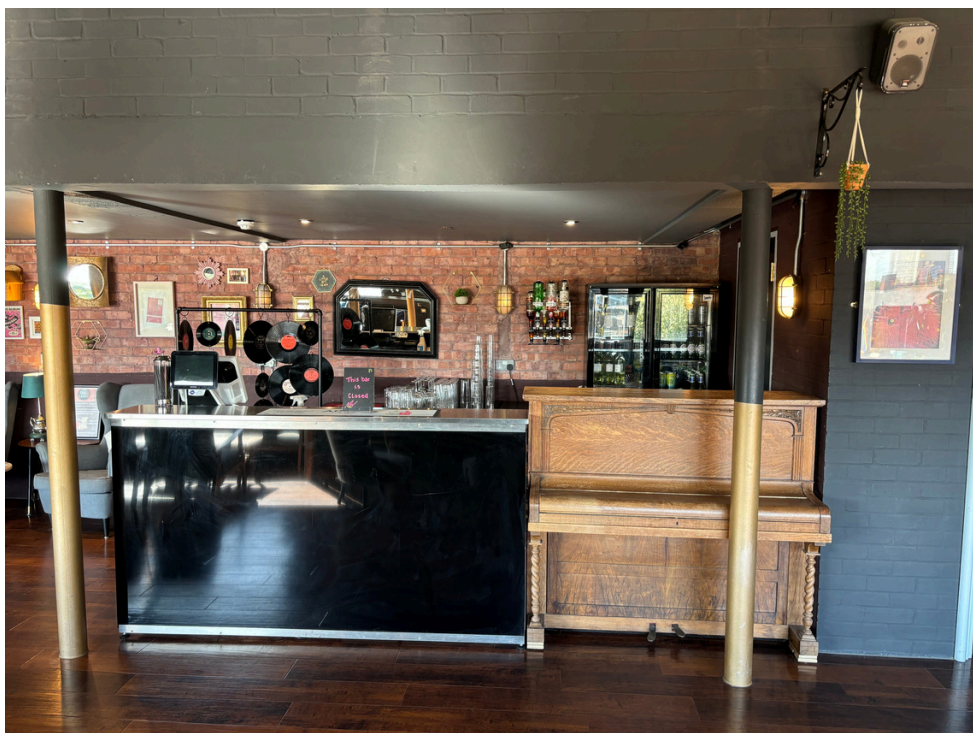




To the right as you enter the main doors is seating for our Cafe & Bar and the lift to the first floor



Across the other side of the first floor are two cubicle toilets, both gender neutral with one being accessible



To the left as you come up the stairs is our second bar, this will be open on busy performances but you are always welcome to make use of the seating up here



# The Auditorium

The New Wolsey Theatre auditorium sits 400 people and has capacity for six wheelchair users and their companions.

Step-free rows in the auditorium are rows C and K (row K is accessible without stairs by using the lift front of house).

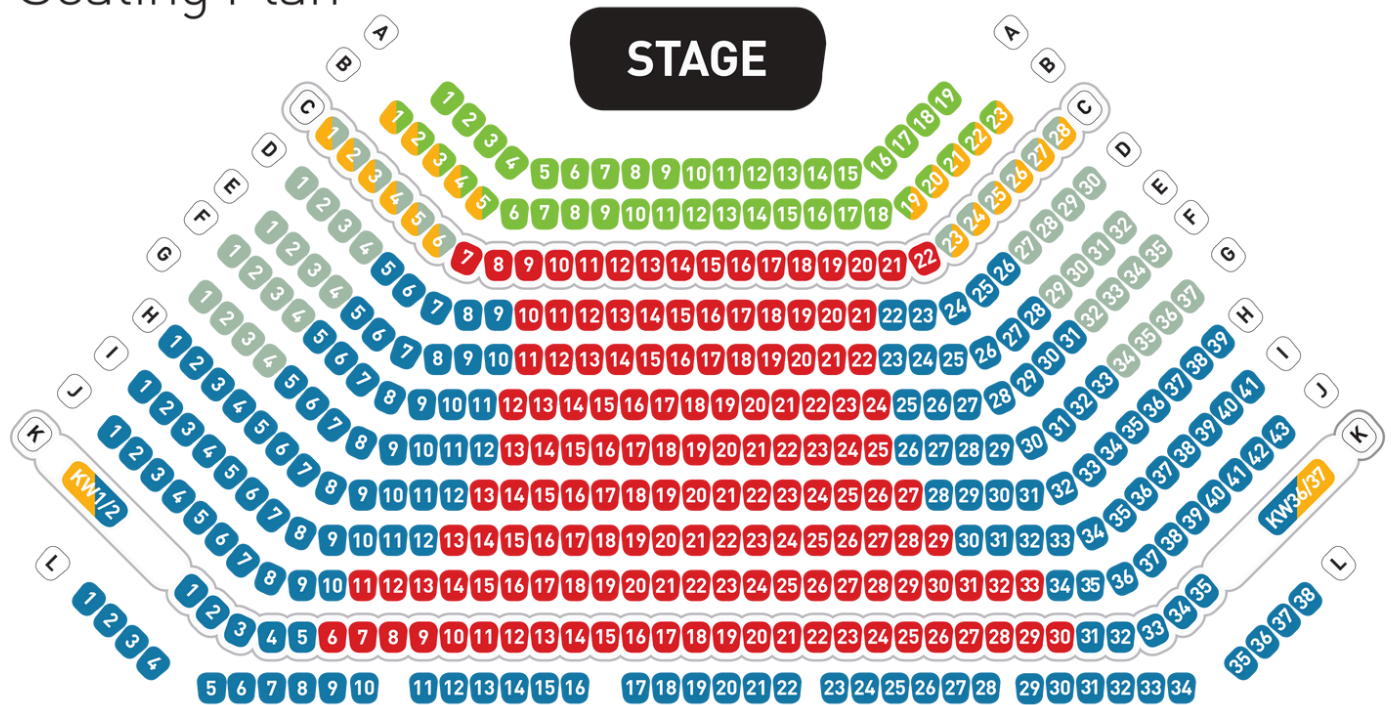
Ushers will be in the auditorium by the doors when a show is on, making sure that everyone is comfortable and assisting where needed.



*Never Lost at Home* audience, credit: Will Green Photography, 2021

# Auditorium Seating Plan

## Seating Plan



## The Bradbury Platform

The Bradbury Platform is something which can be placed into the auditorium during Relaxed/Dementia-Friendly performances or for events on stage where additional space would be useful.

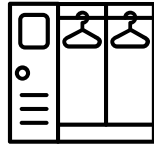
It is a custom-built platform that covers the front two rows (A and B), meaning that the stage is extended for workshops etc. and that Row C becomes an entirely accessible front row with significantly increased wheelchair user capacity.

# Backstage

What can be found backstage at the New Wolsey Theatre:



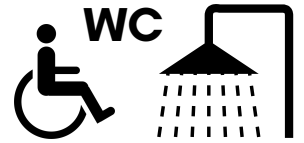
Green Room



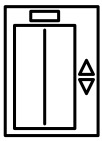
Dressing Rooms  
(x5)



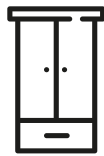
Gender-neutral  
toilets



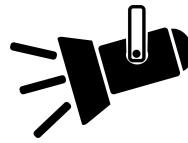
Accessible toilet  
& showers



Lift



Wardrobe Dept.



Production  
Dept.



Offices



Finance Dept.



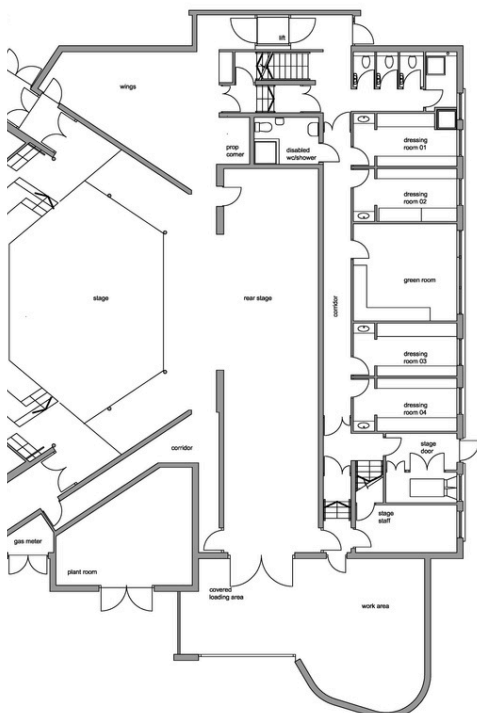
Meeting rooms



Livestreaming  
room



Laundry room



Details around free WiFi, local discounts, industry information and more can be found pinned on the noticeboard in the Green Room.

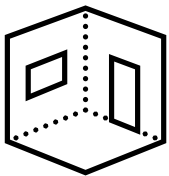
Most of our staff work in the open-plan office on the first floor (above the dressing rooms and Green Room). Please do come and find us if you have any questions.





NW2 is the step-free, golden-roofed building across from the entrance to the New Wolsey Theatre. It houses our Creative Communities department and mainly hosts our Youth Theatre sessions along with workshops are hires for community groups

## Facilities in NW2:



Participation Space



Gender-neutral toilets



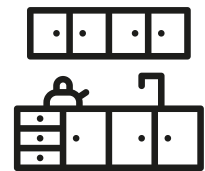
Changing Places Facility



Office



Meeting room



Kitchen



# NW2 Walkthrough



As you enter NW2 you'll be in the foyer, which has seating as well as a small kitchenette to use

To the left of the foyer is our participation space. In here we run our youth theatre groups as well as hires for community groups. The room features a sound and lighting system

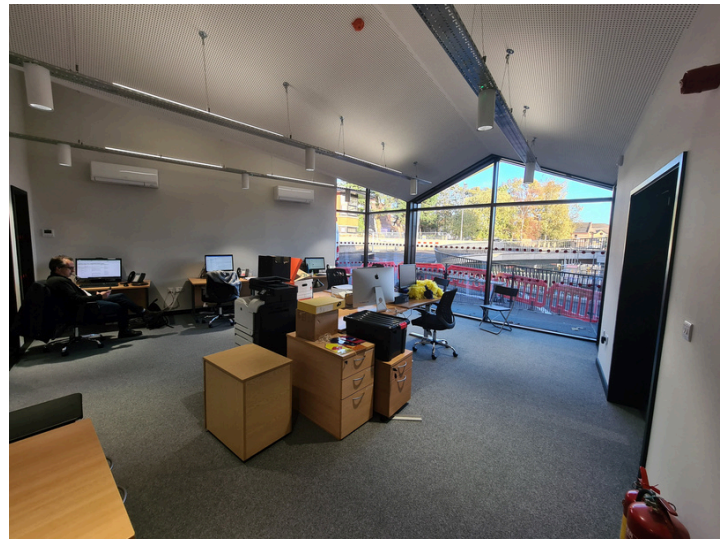




# NW2 Walkthrough



A corridor at the back of the building features space for belongings to be stored



Right out of the foyer takes you into the office space where our Creative Communities team work



We're proud to have a changing places toilet in NW2 for use by people using the building but is also available to members of the public when we are open.

A changing places toilet features extra room for those who would find this useful as well as a hoist for people with severe mobility issues

# Staff

You may need to speak to a member of staff during your visit. Volunteer ushers are front-of-house during show times and there's always someone behind the Café & Bar and Box Office counters. Any member of staff will be glad to help you, but if you need to speak to someone specific, here are some useful contacts:

## **Charlotte Bayford**

Duty Manager  
cbayford@wolseytheatre.co.uk

## **Sally Jones**

Theatre Manager  
sjones@wolseytheatre.co.uk

## **Lisa Sare**

Cafe & Bar Manager

## **Ellis Northrop**

Relationship Officer  
enorthrop@wolseytheatre.co.uk

## **Dan Emmens**

Sales Manager  
demmens@wolseytheatre.co.uk

## **Delroy Daniels**

Box Office Supervisor  
ddaneils@wolseytheatre.co.uk

## **Abbie**

Head of Production

## **Susanna Hornby**

Head of Marketing

## **Neil Daines**

Facilities Manager

## **Klyde Robinson**

Finance Manager

## **Tony Casement**

Head of Creative  
Communities

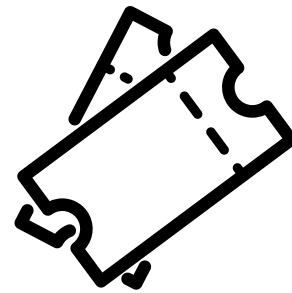
## **David Watson**

Head of Operations

Please visit our website for the full staff list and their contact details:  
[www.wolseytheatre.co.uk/about/](http://www.wolseytheatre.co.uk/about/)

General contact details can be found here:  
[www.wolseytheatre.co.uk/contact-us/](http://www.wolseytheatre.co.uk/contact-us/)

# Booking Tickets



Ways of booking a ticket:

- In person at the Box Office
- Over the phone: 01473 295900
- By email: [tickets@wolseytheatre.co.uk](mailto:tickets@wolseytheatre.co.uk)
- Online at: [www.wolseytheatre.co.uk](http://www.wolseytheatre.co.uk)

Assisting Companion tickets – for carers/companions of someone with a Disabled ticket – go free. If you are booking a Disabled ticket and an Assisting Companion ticket, please give us a call on the number above so we can make sure this goes through on your booking and we've made a note of any access requirements those in your party may have.

If you are a cast/crew member of a New Wolsey Theatre production or co-production:

We have a cast/crew allocation of complimentary and/or discounted tickets for each New Wolsey Theatre show. These may change between shows and are not guaranteed. To find out what your ticket allocation is, please contact our Sales Manager, Dan Emmens, (at [demmens@wolseytheatre.co.uk](mailto:demmens@wolseytheatre.co.uk)) or our Box Office Supervisor, Delroy Daniels (at [ddaniels@wolseytheatre.co.uk](mailto:ddaniels@wolseytheatre.co.uk)).



# Livestreaming



Livestreaming means that you can watch the show that is happening on our stage live from home. It happens in real time, just like you're in the theatre, only you're watching from your own sofa or bed, rather than an auditorium seat.

We place cameras around the auditorium and have our very own livestreaming equipment to make it a seamless and immersive experience. Some shows even reference the audiences at home - e.g. the panto dame!



Credit: Craig Fuller

If you book a livestream ticket, we send you a link to the show you have booked for in a pre-show email. It will be the same date and time as one of the performances in the theatre.

At least half an hour before the performance is due to start, all you need to do is click the link, log in with your New Wolsey Theatre login details\* and select which stream version you'd like (standard, captioned, audio described or British Sign Language interpreted as available). The page will then appear, most likely with a holding image or countdown while the theatre gets ready. This should change to live footage of the auditorium about ten minutes or so before the show starts. From then on, all you have to do is watch!

You will still get an interval, which may remain live from the theatre or may switch to a holding image.



We often livestream our Rock 'n' Roll pantomimes!

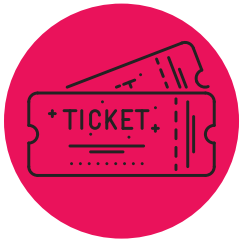
\*This is the email address you received the link to and your New Wolsey Theatre password.



# Memberships

New Wolsey Theatre Memberships are a great way to support the theatre, while treating yourself to some exclusive benefits.

Lasting a whole year and starting from just £40, they can give you access to:



PRIORITY  
BOOKING



ICE CREAM  
VOUCHERS



DRINKS  
VOUCHERS



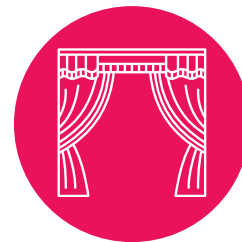
PROGRAMME  
VOUCHERS



MEMBER  
EVENTS



CAFÉ & BAR  
SAVINGS



OPENING NIGHT  
INVITE

**Please note:** Different membership levels give you access to different benefits. Not all of the above are included in every membership level.

You can also give a Membership as a gift to a loved one too, treating them to a theatre experience like no other!

To find out more about New Wolsey Theatre Memberships, head to our website now at [www.wolseytheatre.co.uk/memberships/](http://www.wolseytheatre.co.uk/memberships/) or give us a call on 01473 295900. You're also welcome to email our Memberships team at [memberships@wolseytheatre.co.uk](mailto:memberships@wolseytheatre.co.uk).

# Creative Communities

Creative Communities is the department of the New Wolsey Theatre that runs all activities involved in the local community, be it our Youth Theatre sessions, school performances and workshops, or working with local organisations.

Creative Communities seek to blur the lines between professional and community practice, and produce activities that nurture creativity, develop skills, broaden horizons and explore diversity.

Find out more about all the important work this department does by visiting our website at **[www.wolseytheatre.co.uk/creative-communities/](http://www.wolseytheatre.co.uk/creative-communities/)**. You can also email the team at **[creativecommunities@wolseytheatre.co.uk](mailto:creativecommunities@wolseytheatre.co.uk)** or call them on **01473 295930**.



Credit: Will Green Photography

Photo from our Young Technicians programme



# Creative Communities



Photos from Youth Theatre and Young Technicians sessions

Credit: Will Green Photography



# Ramps on the Moon



The New Wolsey Theatre is the leading organisation in a consortium of mid-sized regional theatres called **Ramps on the Moon**.

Ramps on the Moon aims to enrich the stories we tell and the way we tell them by normalising the presence of D/deaf and disabled people both on and off stage. The consortium is a collaborative partnership of six National Portfolio Organisation theatres:

- New Wolsey Theatre
- Birmingham Repertory Theatre
- Theatre Royal Stratford East
- Nottingham Playhouse
- Leeds Playhouse
- Sheffield Theatres

They are also joined by two associate partners: Wiltshire Creative and RTYDS (Regional Theatre Young Directors Scheme).

You can find out more about the work of Ramps on the Moon at [www.rampsonthemoon.co.uk/](http://www.rampsonthemoon.co.uk/).



Credit: Mike Kwasniak

## *The Who's Tommy*

Co-produced by the New Wolsey Theatre and Ramps on the Moon, 2017.

# Other

## **Staff/company discounts around Ipswich**

Members of staff and of a show cast, whether resident or touring, are entitled to 25% off at the New Wolsey Theatre Café & Bar.

There are other discounts that our Team Assistant, Ros, has secured at various places around town as well. Details of these can be found pinned on the wall in the Green Room. You're also welcome to contact Ros at [rdooley@wolseytheatre.co.uk](mailto:rdooley@wolseytheatre.co.uk) for more information.

## **Car parking spaces by the Stage Door**

There are a few car parking spaces behind the New Wolsey Theatre. These are not for public use and are there for members of New Wolsey staff or cast members, taken on a first-come, first-served basis each day. One of the spaces is an accessible parking space. Please leave this space free for anyone who needs it.

If you park your car in one of these spaces, please make sure you have filled in a contact sheet with your name, department and phone number on it and displayed it on your dashboard. These sheets can be found just inside the Stage Door, above the umbrella stand. It is important for you to fill this in so our Facilities Manager is aware that your car belongs to someone on site and that someone can contact you if you are blocking them in.

# **We hope you enjoy your visit to the New Wolsey Theatre.**

If you encounter any issues during your time here, please don't hesitate to speak to a member of staff around the building, email us ([tickets@wolseytheatre.co.uk](mailto:tickets@wolseytheatre.co.uk)) or call us (01473 295900).