

## Relaxed Performance Accessibility Information

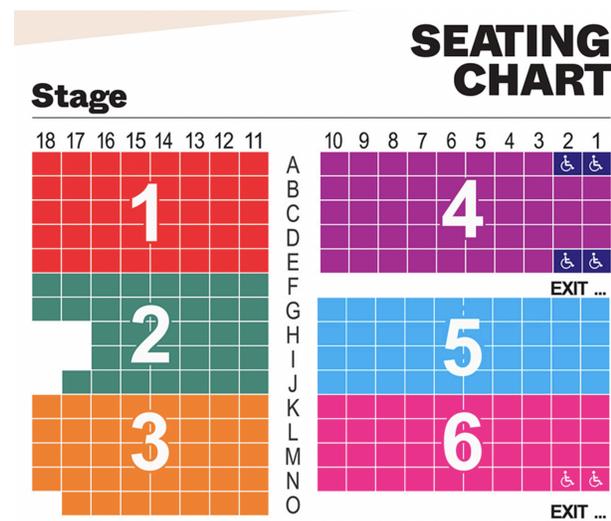
The following document will outline the relaxed performance seating options, mobility accessibility, and hearing support that can be provided during the show. In addition, Loom videos will be available on the Lighthouse Festival Theatre website to outline how to register for tickets online and how to set up an account for the Lighthouse website.

## Relaxed Performance Seating Options

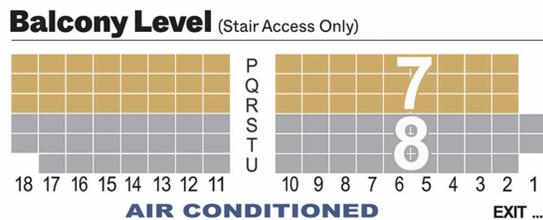
Patrons have the option to select a single seat option or multiple seats when booking their tickets online. Below the details of either booking option are outlined.

### Single Seat Options

#### Main Floor



#### OR Balcony



### Patrons requiring mobility support

- Additional accessibility seating has been added to the theatre on rows A-E seats 9 and 10 these are seats for individuals using a mobility device or aid

- Seat 8 in rows A-E is a good option if getting out of the mobility device and sitting in the theatre seat
- For patrons with walkers, the aisle seats are the best option (please note that walkers will be removed during the performance if not needed by the patron due to fire safety)
  - ie. seats 1 and 8 in rows A- E main floor section 4
  - seats 11 in sections 1, and 2,3 -  
*Please note: the back part of section 2 is on a slope*
- additional leg room is available in row G

### **Patrons requiring visual support**

- Seating as close to the stage will be best, rows A-C or row G center aisles
- On the balcony row, P provides a nice bird's eye view of the stage  
*Please note: seats 17 and 18 behind J are NOT good*

### **Patrons requiring hearing support**

- Hearing devices are available and can be picked up outside the theatre door on floor 2
- The house manager will hand the devices out prior to the show
- For the relaxed performance, we ask you to add a note for the hearing device to sign one out using the notes section upon check out

### **Balcony Seating**

*Please note: the balcony is over 20 steps to climb and the seating is narrow in the rows*

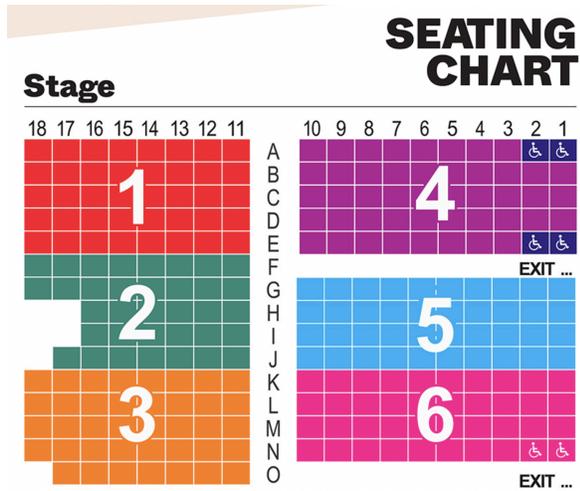
### **Personal Space Seat Options**

- Patrons can select additional tickets when booking their tickets if space is needed around for comfort and social space needed to enjoy the show
  - Reasons why someone may want this option: room to move, a potential need to leave the theatre, personal space for socializing, etc.
- When selecting multiple seats, patrons simply add the seats around them or in the row that they would like to be open
- When booking tickets through the box office, simply state that personal space is needed for the comfort and engagement of the attendee and the box office staff will be able to let you know what is available surrounding the tickets you have selected

### **Mobility Device or Aid Information**

Mobility related accessibility

Additional seating for individuals who use a mobility device or aid will be available during the relaxed performance you are planning on attending. The photo below shows the theatre view of where attendees will be able to sit in their mobility device during the RP.



*Seats 9 and 10 in rows A-E will be made into accessible seating for the relaxed performance*

### Seating Specifics

If you are going to remain seated in your mobility device during the performance the seat numbers you want to review are rows A-E seats 9-10

If you are planning to sit in a theatre seat with your mobility device beside you the seat numbers you want to review are rows A-E seat 1 or 8 as well as seats on the aisle in sections 1-3

*Please note: that in section 2 the ground is sloped at the back*

*Please note: that the theatre seats are low to the ground and narrow, review the photo below to see a theatre seat*



## **Mobility Device Support Available (if needed)**

Upon arrival at Lighthouse Theatre, an elevator is available to bring attendees to the theatre on floor 2 of the building.



Once on floor 2 where the theatre is, attendees using a mobility device or aid will have access to the theatre prior to other attendees to ensure everyone has the space they need to get settled in for the RP.

The ushers will show you to your accessible seat. If you require a device to be moved or a hand to get in or out of your seat ushers are happy to offer that support as needed.

*Please note: that ushers are not trained to facilitate transfers of any kind*

At intermission and at the end of the show, the theatre staff is happy to support you in any way needed upon request.

## **Hearing Accessibility**

### **Reserve or Request a Hearing Device**

Hearing devices will be available for the relaxed performance you are planning to attend at Lighthouse Theatre.

## **Hearing Device Information**

The hearing device increases the sound of the show for users by placing the headset over their ears

## **How to reserve a device**

Attendees are welcome to sign out a hearing device upon checking out their show tickets online by adding in a note before completing the seat reservation.

Or by calling into the box office to request a hearing device be set aside for you.

Lighthouse Festival Theatre Box Office: 519-583-2221

*Please note: that the quantity of hearing devices is limited*

### **Where to pick up the device**

These devices will be available for pick-up upon entering the theatre prior to the start of the show. Look for the **house manager** or follow the **Hearing Device** sign outside the theatre on the day of the performance.

Any questions about accessibility can be sent to Jaymieson O'Neill, Relaxed Performance Coordinator at [rp@lighthouse theatre.com](mailto:rp@lighthouse theatre.com).

Thank you,

*Jaymieson*

**Jaymieson O'Neill**  
Relaxed Performance Coordinator  
Lighthouse Festival Theatre