

Mayflower

Visual Guide

Welcome to Mayflower Theatre



This guide will help you get ready for your visit to Mayflower Theatre.

It explains what you can expect and helps you become familiar with the theatre and your surroundings before you arrive.

We hope you have an inspiring experience with us.

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How to find Mayflower Theatre

This guide will help you prepare for your journey and arrival. More information is available on our website:

<https://www.mayflower.org.uk/visit/getting-here>

**Mayflower Theatre is located on Commercial Road, Southampton
SO15 1GE.**



How to get to Mayflower Theatre

You can walk, use the bus, drive or travel by train to get to the theatre.



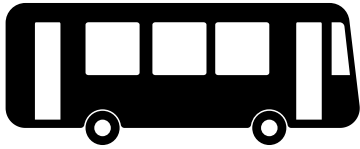
If you are travelling by car, Mayflower Theatre is a short distance from the motorway. Use M27 Junction 5 or Junction 3, or M3 Junction 14, and follow the signs to Southampton city centre.



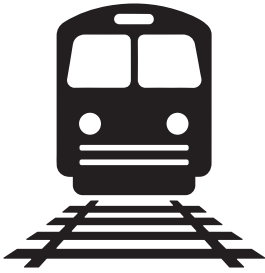
There is no parking at Mayflower Theatre. The nearest car parks are West Park Road (SO15 1FZ) and Grosvenor Square (SO15 2BE), both about a 5-minute walk from the theatre. There is also limited on-street parking on Southbrook Road and Commercial Road. Parking spaces can fill up quickly, so it is a good idea to arrive early.

If you are a Blue Badge holder, there is one accessible, free parking space directly opposite the theatre. There is also a drop-off area next to the Accessible Entrance on Commercial Road for visitors with access requirements.

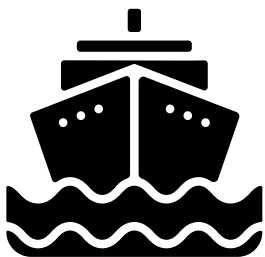
How to get to Mayflower Theatre



Mayflower Theatre is about a 5-minute walk from Southampton city centre and Central Station bus stops which all have local services run by Bluestar. Uni-link buses also travel to and from the city centre and can be used by everyone, not just university students.



You can travel to Southampton Central by train from many towns and cities, including Bristol, Bournemouth, Brighton and London. The station is around a 5-minute walk from Mayflower Theatre. For the easiest route, leave the station from Platform 1 and follow the signs to the theatre.



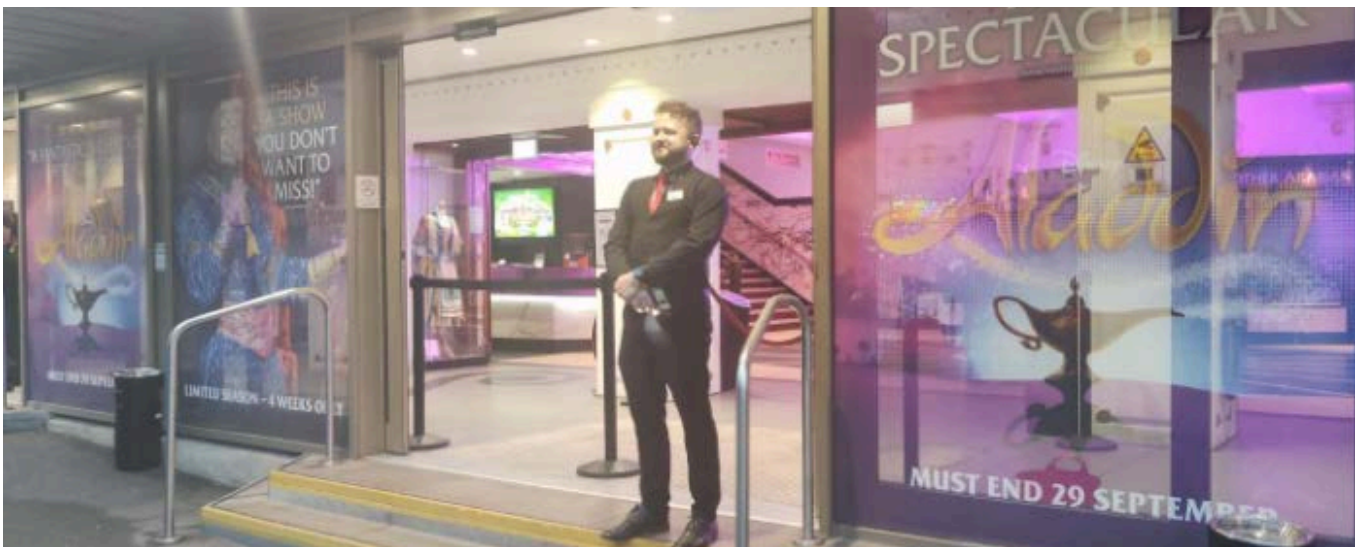
If you are coming by ferry from the Isle of Wight, the Red Jet passenger ferry has a free connecting bus to Southampton Central Station. When you arrive at the station, get off at Stop SF near Platform 4, cross the bridge to the other side of the tracks, and follow the signs for the short walk to Mayflower Theatre.

Arriving at Mayflower Theatre

Mayflower Theatre is located on a busy road in Southampton. When you arrive, the front of the theatre looks like this:



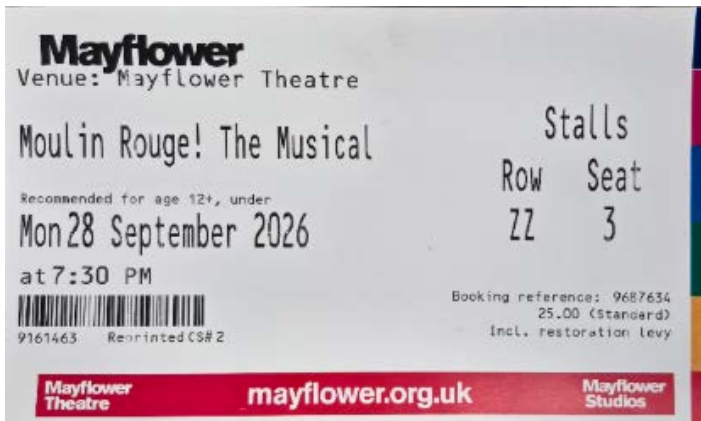
This is the entrance to the theatre. You may see many other people here before the show starts. It can be busy and noisy at times.



When you arrive, there may be a queue. A member of staff will greet you and check your ticket. For your safety and reassurance, they may check your bag, so please arrive with plenty of time. Some items are not allowed inside the theatre, including hot food, glass items and alcohol. You can bring your own snacks, such as sweets and soft drinks. If you have an item that cannot be taken into the theatre, staff will keep it safe for you until the end of the show.

Tickets

When you arrive at the front door, a member of staff will scan your ticket. You can bring a printed paper ticket, or you can show your tickets on your mobile phone.



If you need help with your tickets, or if you need to collect them, please go to the Box Office when you arrive. You can find the Box Office through the door on the left side of the main entrance.



Entering Mayflower Theatre

When you enter the theatre, you will be in the foyer. This area can be busy and crowded with other people who are coming to see the show. It may be noisy at times, especially before the performance begins.

If you would prefer a quieter arrival, it is a good idea to arrive earlier than the time shown on your ticket.



You can find the theatre opening times for your performance in the show information section on our website.

The Foyer

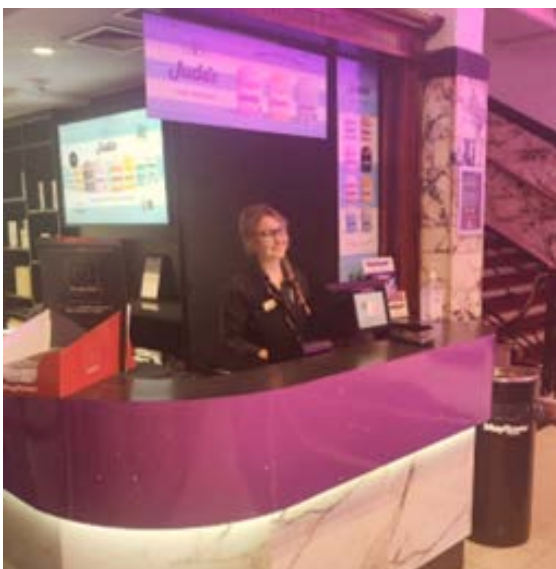
There will be lots of staff in the foyer who can help you if you have any questions or need assistance. Staff wear a black uniform and a pink lanyard, so they are easy to identify if you need help.



You can buy a programme here that tells you about the show and the people performing in it.

Sometimes, there are also souvenirs and other items for sale that are related to the show you are seeing like hats, mugs or t-shirts.

You can buy sweets and drinks in the foyer before the show starts. If there is an interval, you can come back to the foyer during the break. You may like to buy an ice cream, a drink or a snack before the show starts again.



Accessible Entrance & Lounge

If you would prefer a quieter way to enter the theatre, or if you need step-free access to the Stalls or Rear Circle, you can use the Accessible Entrance on the right-hand side of the building. This entrance is sometimes less busy than the main entrance. If you need any assistance, a member of staff will help you.



Once you have entered through the Accessible Entrance, you will find our Accessible Lounge which is a quiet and comfortable space with seating and tables. There is also a Changing Places Toilet here.



Finding the bar areas

There are three bar areas in the theatre. Which bar you use may depend on where your seat is located. Our bars don't currently have step-free access. If you enter via the Accessible Lounge, a member of staff can serve drinks to you.

Staff wear a black uniform and a pink lanyard and will be happy to support you with buying drinks or snacks.

Footlights Bar



If your seat is in the Stalls, you are closest to the Footlights Bar. This bar has steps. It is open before the show and during the interval.

You can buy drinks, sweets and snacks here.

Circle Bar



If your seat is in the Circle, you are closest to the Circle Bar. This bar has steps. It is open before the show and during the interval.

You can buy drinks, sweets and snacks here.

Finding the bar areas

If your seat is in the Balcony, you may be able to use the Spotlights Bar.

This bar is sometimes only open during the interval. Before you go to your seat, you can ask a member of staff if the bar will be open for your show.

Spotlights Bar



Finding your seat

There are signs around the theatre to help you find where you are sitting. Follow the signs for the Stalls, Circle or Balcony. If you are not sure where to go, you can ask a member of staff for help. Staff wear a black uniform and a pink lanyard.

Where you sit will depend on which part of the theatre your ticket is for. If you are sitting in the Stalls, you will go downstairs.

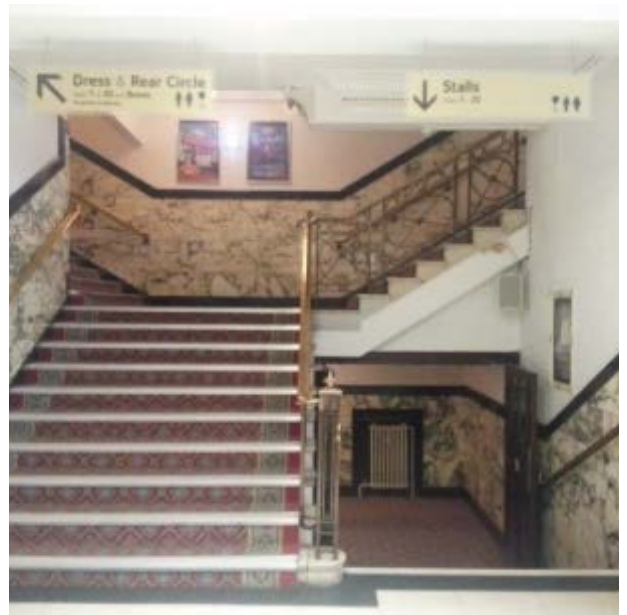


If you are sitting in the Circle, you will go upstairs. Follow the signs or ask a member of staff if you need help finding your way.



Finding your seat

If your seat is in the Balcony, you can use the stairs on the right side of the foyer. There are several flights of long stairs to the Balcony from the foyer. There is also a lift on the left side of the foyer that goes to both the Circle and the Balcony. If you're not sure where to go, please ask a member of staff for help.



Inside the auditorium

Once you enter the theatre, you will be in an area called the auditorium.

This is where the audience sits to watch the show and is very large. All of the seats face the stage where the performance takes place.



The lower level is called the Stalls. The middle level is called the Circle. The top level is the Balcony.

Seating sections and layout



You can ask a member of staff to help you find your seat. Each row is marked with a letter, and each seat has a number. The row letter and seat number on your ticket will match the signs in the auditorium.

It is a good idea to allow enough time before the performance starts to find your seat and get comfortable before the show begins.

Row letter example



Seat number example



There is step-free access in the Stalls from the stage area to Row J. There are wheelchair spaces at the back and sides of the Stalls.

If you need any help getting to your seat or would like assistance during your visit, please ask a member of staff. Staff wear a black uniform and a pink lanyard and will be happy to help.

Before the show starts



Before the show begins, you may see members of staff holding signs with pictures on them. These signs help explain some important theatre rules:

- Do not use your mobile phone.
- Do not take photographs or record videos.
- Do not sing along or talk loudly during the show.
- Avoid making noise with food wrappers.



When the lights start to get darker, this means the show is about to start.

You can leave your seat at any time during the show if you need to use the toilets or take a break.

The bars will be closed for service during the show, so you will not be able to buy drinks or snacks. You can still sit in the bar areas if you need a quieter place to rest. If you need any help, please ask a member of staff.

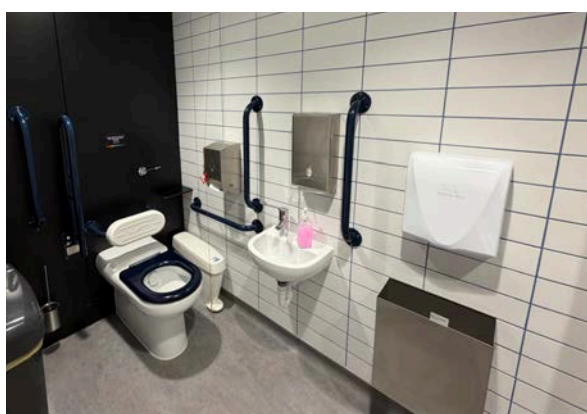
Toilets



If you need to use the toilet during your visit, there are toilets on every level of the theatre.

Follow the signs to find them, or ask a member of staff for help.

Male Toilets in the Balcony

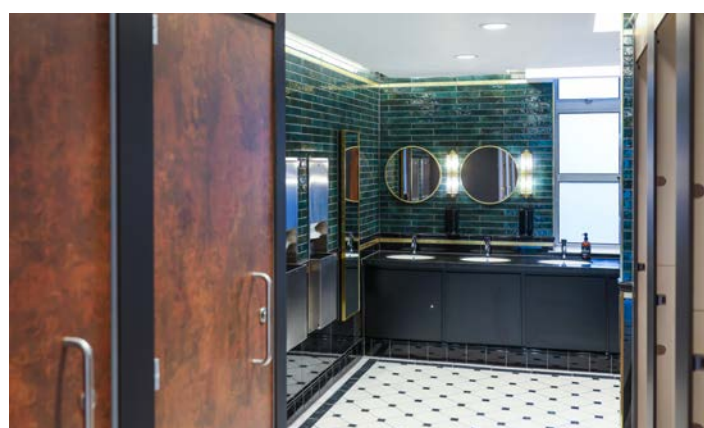


Accessible Toilets are available on the Stalls and Circle levels. There is also a Changing Places Toilet in the Stalls. There are Baby Change facilities located on every level.

Accessible Toilets in the Stalls



Toilets in the Circle

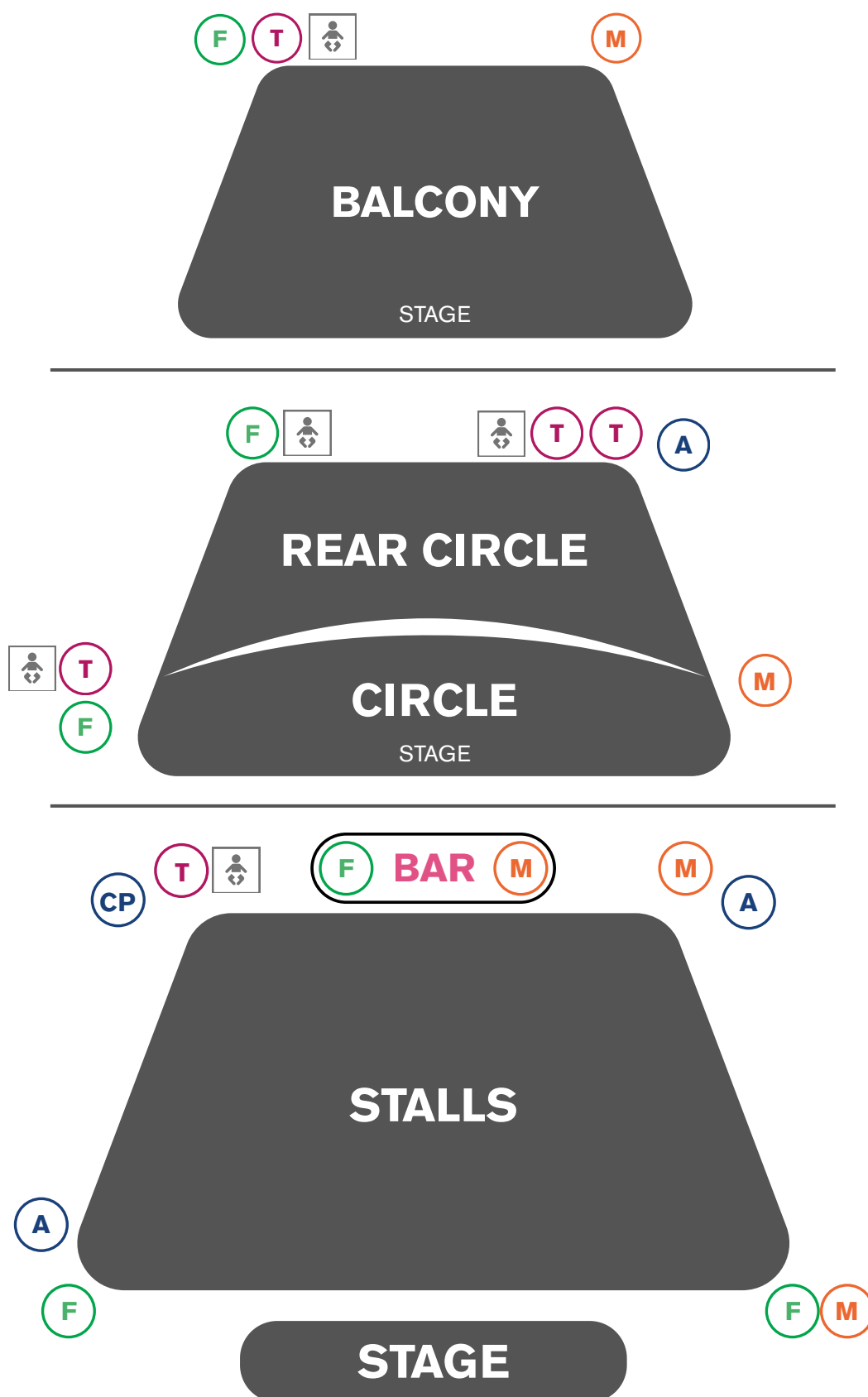


Changing Places Toilet in the Stalls

Female Toilets in the Circle

Toilets

The location of all toilets in the theatre is shown on the map below:



Key

T Toilet

Anyone is welcome to use these toilets. These are self contained units with toilet, sink and hand-towels.

F Female Toilet

M Male Toilet

A Accessible Toilet

CP Changing Places Toilet

 Baby Change

During the Show

Some shows have content warnings. These tell you about anything in the show that you may want to know about before it starts. This might be things such as loud noises, flashing lights or other effects that some people may find uncomfortable.

Warnings

This production contains theatrical smoke and fog effects and streamers as well as strobe lighting and loud sound during part of the show

You can find any content warnings for your show on our website. They are listed on the show information page for each performance.

If you have any concerns, or if you would like to know more about the show's content before your visit, please ask a member of staff. They will be happy to help.

During the Show



If the show feels too loud, you can ask a member of staff for ear defenders or earplugs to borrow.

Staff will be happy to help you find a pair if they are available.



If the auditorium feels too busy, noisy or overwhelming, you can take a break and continue watching the show on a TV screen in the Footlights Bar or the Accessible Lounge.

If you would like help finding these areas, please ask a member of staff.

During the Interval

When the lights get bright again, this means it is the interval. The interval is a short break halfway through the show. The curtain will usually come down on the stage to show that the first part of the performance has finished.



During the interval, you can visit the foyer, the bars, the ice cream kiosks or the toilets.

If you would like some fresh air, you can go outside through the foyer or the Accessible Lounge on the Stalls level.

Intervals usually last between 15 and 20 minutes, so please allow enough time to return to your seat before the show starts again.

During the Interval

If you are in the foyer, toilets or a bar during the interval, you may hear ringing bells. This means the show is about to start again and it is time to return to your seat.

In an emergency, you may hear a continuous alarm sound instead of the bells. If this happens, please follow the instructions from theatre staff.

Staff will help you leave the building safely and assist anyone who needs support during an evacuation.



After the Show

When the show has finished, the lights will get brighter and people will start to leave the auditorium. This can be a busy time with lots of people moving towards the exits.



If you would prefer to avoid the crowds, you are welcome to stay in your seat for a few minutes and leave once most people have gone.

If you need any assistance, please ask a member of staff, who will be happy to help.



When the show has finished, staff may open doors at the sides of the auditorium to help people leave the theatre more easily.

You can follow the signs or ask a member of staff for help if you are unsure where to go.

Enjoy your visit!



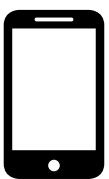
We hope this guide has helped you prepare for your visit to Mayflower Theatre.

If you have any further questions, or if there is anything we can do to support you during your visit, please get in touch. We will be happy to help.

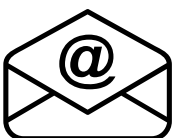
Contact us:



Visit our website: www.mayflower.org.uk



Call our Box Office team: 02380 711811



Email us: comments@mayflower.org.uk