

SNOW THE QUEEN



Social Story

Relaxed Performance
Saturday 11 December, 2.30pm
(doors open from 1.30pm)

BOX OFFICE 01432 340555

courtyard.org.uk

In Partnership with



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

I'm going to see The Snow Queen!

The Snow Queen is a live theatre show.
It is a show filled with talking, puppets and laughter.

The people on the stage are called actors. The actors will tell the story by talking, singing and dancing. The audience get to join in by shouting out and answering the actors' questions.

The show is being performed at The Courtyard.

The Courtyard is a big building with lots of glass that has a theatre, cinema and café inside.

This is what it looks like from outside.



If I arrive by car or bike then I will go to the car park and see the building from behind which looks like this...



If I arrive by bus or foot then I might go to the front of the building.

When I arrive at the The Courtyard there may be lots of people around who want to see the show.

I may have to queue or wait to go in.



Inside the theatre, the people at Box Office will help me to pick up my tickets, if I haven't already got them.

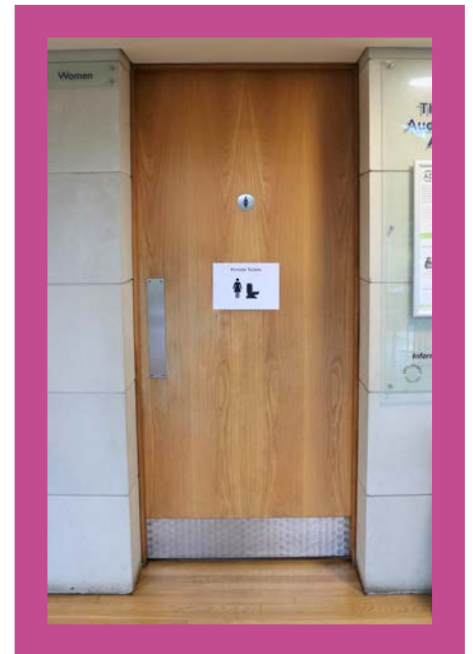


I may spend time in the Café Bar to get a drink or a snack.



The main room where the show happens is called the Studio Theatre.

Before we go inside the Studio Theatre, we will pass the doors to the toilets, there will be a big sign to show me the way.
If I need to use the toilet, I can ask the person I'm with.



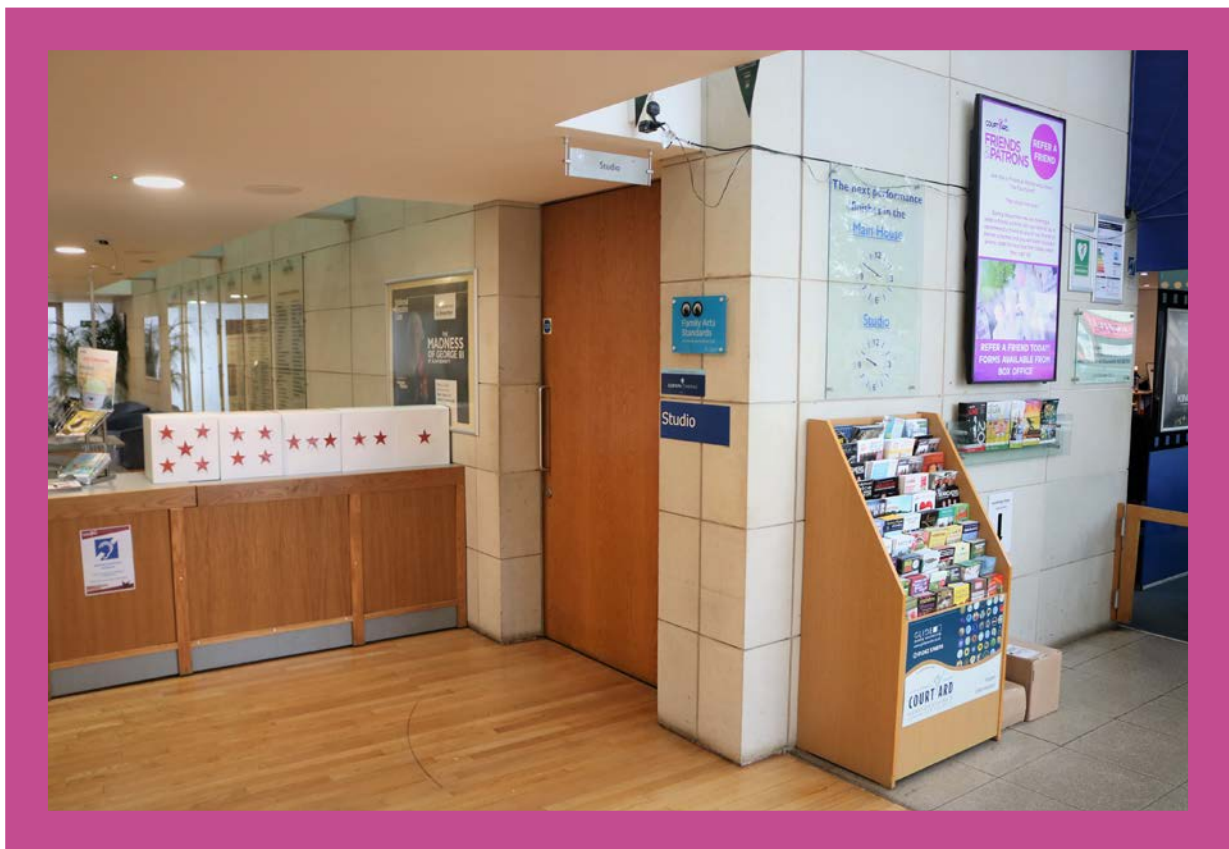
There will be lots of people working at The Courtyard who will be able to help me if I need it.

They will be wearing sparkly hats.



I can get inside the Studio Theatre from the ground floor so I won't need to use the stairs or the lift.

The door to the Studio Theatre is around the corner from the Box Office and there is a sign to show me where to go.



A person called a Steward will look at our tickets. They will be wearing a blue uniform and a sparkly hat.



In the Studio Theatre I can sit on a beanbag on the floor, a seat on my own or a sofa with the person I'm with. I can change my mind if I don't like the seat I pick.



When we go inside the Studio Theatre and pick where we want to sit, there will be lots of other people sitting down around me and it may be very busy.

We will be sitting facing the stage.

The actors will introduce themselves to us and tell us when the show is about to start.

If I listen to the actors on the stage I will be able to hear more of the story.



If anything is too loud then I can cover my ears
with my hands.



If anything is too bright I can cover my eyes. I can also ask to move to a different seat where the lights might be less bright.



I can leave the Studio if I want to at any point.

There will be quieter room called the 'Chill Out Room' where I can go to relax and play. There will be signs to help me find this room.

There might be other people in this room.



I will see the actors on the stage. They will pretend to be lots of different characters and they will look like this.



In the story, the Snow Queen casts a curse on Kay.

The curse makes him say mean things to Gerda
and she gets upset.



Don't worry though, he doesn't mean the
nasty things he says.

As the play goes along, Gerda and Kay search for a way
to break the Snow Queen's curse.

When the story has finished, the actors will bow to us in the audience.

The audience will clap a lot so the actors know how much everyone liked the show. Some people will also cheer and make noise to show that they had a really good time. I can join in if I would like to.

If this is too noisy then I can cover my ears or ask the person I'm with to take me out of the auditorium.

ADDITIONAL NOTES FOR PARENTS AND CARERS

CAFÉ BAR, DRINKS & ICE CREAMS

- The Café Bar will be open from 10am and serves a wide range of drinks, meals and snacks. Lunch is available from 12noon to 2.30pm. If you would like to have a meal with us, we advise that you book a table in advance by calling 01432 346555 - Option 2 or visiting the website courtyard.org.uk/food-drink
- Ice Creams, bottled drinks and sweets are available from the Café Bar and also from the Stewards just outside the Studio.

ARRIVAL/INTERVAL/DEPARTURE

- The Courtyard will be open from 10am and customers are welcome to arrive at any time. The Chill Out Room will also be available from this time and can be used by anyone attending the Relaxed Performance. We strongly suggest that you aim to arrive in good time to allow your party to familiarise themselves with the building and use the facilities. Please ensure everyone takes their seats in plenty of time and has the opportunity to get used to the auditorium surroundings before the performance starts at 2.30pm. The auditorium will open for the Relaxed Performance at 1.30pm.
- You are welcome to stay after the show and make use of the facilities. Please note that there is a performance of the pantomime at 2pm so the Foyer may be busy throughout your visit.

BREAKOUT ROOMS/FACILITIES

- Parents & carers must accompany anybody who is using the Chill Out Room at all times.
- The Chill Out Room will be located at the end of the Foyer on the Ground Floor. It will have a relaxed feel, sensory lighting, beanbags, sofas and quiet toys.
- There are accessible toilet facilities on the Ground Floor between the foyer and the Café Bar.
- Staff will be available (in sparkly hats) to answer any questions, offer assistance or directions on the day.
- A lift is available to all floors.

EVACUATION

- Should an evacuation be necessary, please follow the instruction of Stewards or other members of Staff (look for sparkly hats). If an evacuation is necessary during the show, an announcement will normally be made from the stage and then Stewards and Staff will guide you. We will try to use exit routes that the audience will already be familiar with but, please note that this may not be possible depending on the nature of the emergency. You may also hear sirens, especially away from the auditorium.
- The assembly point is on the far side of the Car Park.

FILMING/PHOTOGRAPHY

- Please note there may be official photography and/or filming taking place in the Studio Theatre and in the Foyers. Please ensure that you tell the photographers if you do not wish any of your party to be photographed or filmed.

PARKING

- Our car park is operated by ANPR (Automated Number Plate Recognition). The camera records images of vehicles entering and leaving the car park using monitoring technology. All users of the car park can get 20 minutes free access for collections, pickup and drop off without logging registration details. All vehicles staying longer than 20 minutes will need to log registration details to validate parking or risk receiving a Parking Charge Notice.
- Blue Badge Holders are politely asked to log registration details at Box Office. All other vehicles will need to log registration details using the machines provided.

A NOTE ABOUT COVID

The Courtyard has a number of measures in place to keep our customers as safe as possible during the pandemic.

We strongly encourage those who are able to:

- Wear a face covering throughout your visit
- Use hand sanitiser at regular intervals
- Lateral flow test within 24 hours before your visit
- Check in via the NHS Test and Trace App
- Use contactless payment wherever possible