



ROYAL
OPERA
HOUSE

THE NUTCRACKER

VISUAL GUIDE: LONG VERSION

Information about timings

Information about arriving at the theatre

Information about facilities in the theatre

Information about scary moments during The Nutcracker

Access at the Royal Opera House

This Visual Story is intended for companions/carers and does not necessarily use accessible language throughout.



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

ROYAL OPERA HOUSE

ATTEND A SHOW AT THE ROYAL OPERA HOUSE

Main Stage Auditorium



ROYAL OPERA HOUSE

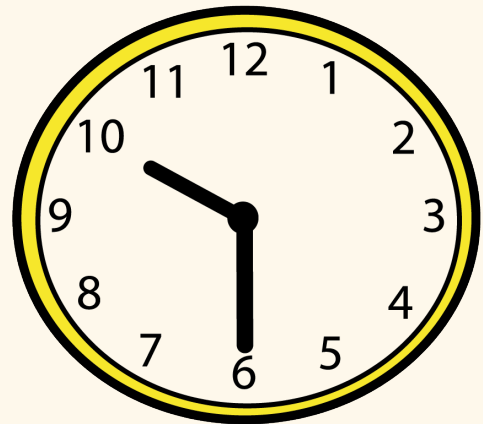
TIMINGS

The sensory-adapted performance of *The Nutcracker* is happening on Saturday 9 December 2023.



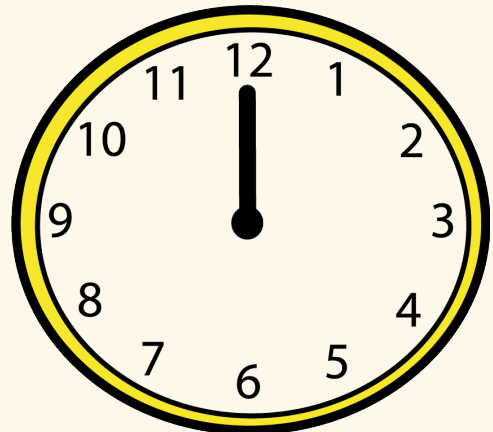
FROM 10.30AM

The front doors of the Royal Opera House will open at 10.30am. They will stay open for the whole performance so do not worry if you are running late.



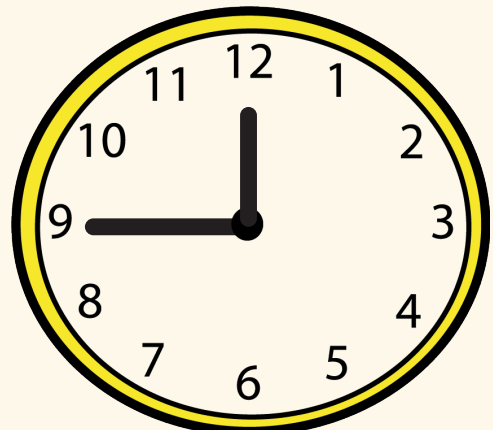
FROM 12.00PM

The door to the auditorium (the space where you take your seats to watch the show) will open at 12.00pm.



BEFORE 12.45PM

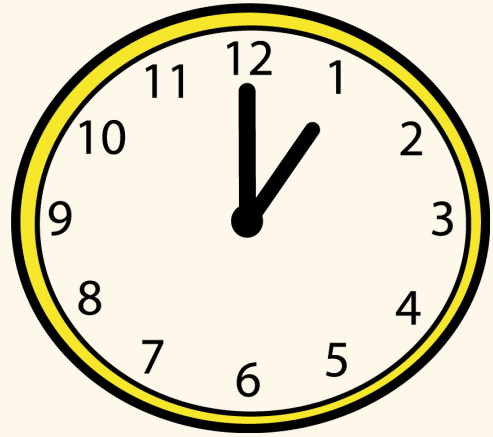
Please take your seats by 12.45pm so you are ready to watch the performance.



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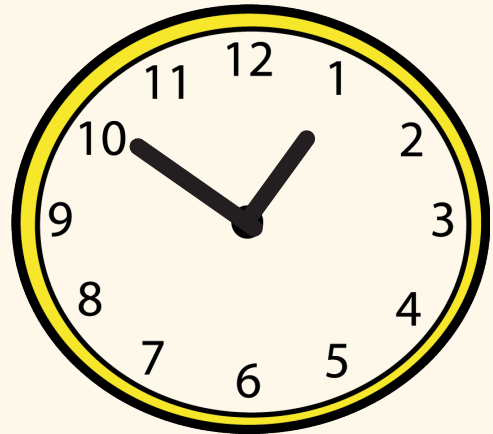
AT 1.00PM

At 1.00pm some of the cast will come on stage to tell you about the characters they play before the story starts. This will take about 10 minutes.



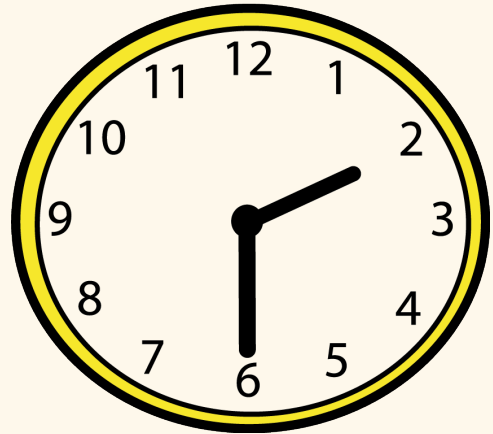
1.10PM — 2.00PM

The first half of the show is about 50 minutes.



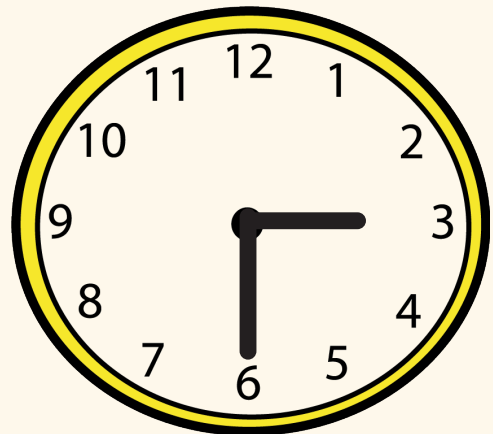
2.00PM — 2.30PM

There will then be an interval. An interval is when the show stops and there is a break in the story. This will be about 30 minutes.



2.30PM — 3.25PM

The show will then resume with the same story carrying on. This is the second half of the show. This is about 55 minutes.



AT 3.30PM

The show will finish around 3.30pm.

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WATCHING THE SHOW

You can use your mobile or tablet, but it must be on silent.

You cannot take pictures or videos of the performance.



You can wear your ear defenders. You can play with toys and hold a comfort toy.



ABOUT THE SHOW

The name of the show is *The Nutcracker*. It is a ballet. The dancers tell the story by dancing and acting, but there are no words.



It is a make-believe story. It is not a true story, and the performers are just pretending. You can find out what happens in the story by looking at the Visual Story.



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TRAVELLING TO THE ROYAL OPERA HOUSE

The Nutcracker is performed at the Royal Opera House in London which is a theatre. It is a large building with big glass windows.



The address is Bow St, London WC2E 9DD.

The closest underground station is Covent Garden station.



We do not have on-site parking facilities. The nearest NCP car parks are Drury Lane and Shelton Street. There are a limited number of disabled access parking bays in Bow Street and Floral Street.

AROUND THE THEATRE

The theatre is in a very busy area of London. When you arrive, there will be lots of people on the streets and cars, buses, and taxis on the road. It might be quite noisy.



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ENTERING THE THEATRE

There are two main ways to enter the Royal Opera House. The Bow Street Entrance is large with glass doors. This entrance is wheelchair accessible and there are no steps. It looks like this:



The Piazza entrance is in Covent Garden and is a small revolving door in the corner. This entrance is wheelchair accessible and there are no steps. It looks like this:



There will be someone from the Front of House team to assist.



There will also be volunteers that can help with whatever you need.

You may have to wait in a queue to get into the theatre.

Someone who works for the theatre will ask to check inside your bags.



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Then a different person who works for the theatre will ask for your ticket. You only need to show your ticket when going to sit in your seat in the theatre. You can show the ticket on your phone or have a paper print-out.



PLACES IN THE BUILDING

FOYER

When you enter the doors you will arrive at the foyer. It might be very busy and loud.



CAFÉ

There is a café in the building on the ground floor. This is where you can buy drinks, snacks and light refreshments.



PAUL HAMLYN HALL

There is a bar on the second floor of the building. This is where you can purchase drinks before the show, during the interval and after the performance. You can eat your own food here too.



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ROOFTOP TERRACE

There is a bar on rooftop terrace which is outside. This is where you can purchase drinks before the show, during the interval and after the performance. It can get very busy here.



RESTAURANT

There is a restaurant on the fifth floor of the building which will be closed on the day of your visit.

GIFT SHOP

There is a gift shop, which is 10 steps down from the café and will be open on the day of your visit.



CLOAKROOM

There is a complimentary cloakroom available.

The venue is cashless, so please bring a card to buy food, drinks, and merchandise in the building.



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ACCESSIBLE FACILITIES

WHEELCHAIR FACILITIES

You can enter through any entrance if anyone in your group is using a wheelchair. There is a ramp at the Piazza Entrance and step-free access at Bow Street.

There will be a member of staff or a volunteer who can assist you.

There are limited wheelchair spaces available on all levels of the theatre except the Orchestra Stalls. Please check with the Box Office on the ground floor near the café if you are worried about access to these seats.

TOILETS

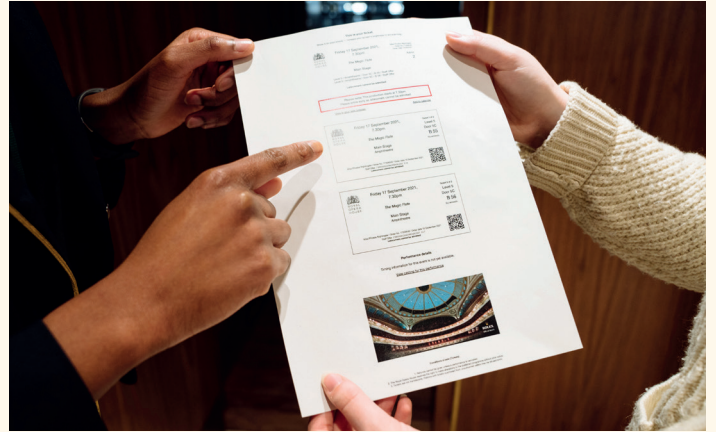
The accessible toilets are located on the ground floor, in the Linbury Foyer on Level -1 and by the bar on Level 5. Accessible toilets are also located close to all wheelchair spaces in the auditorium.



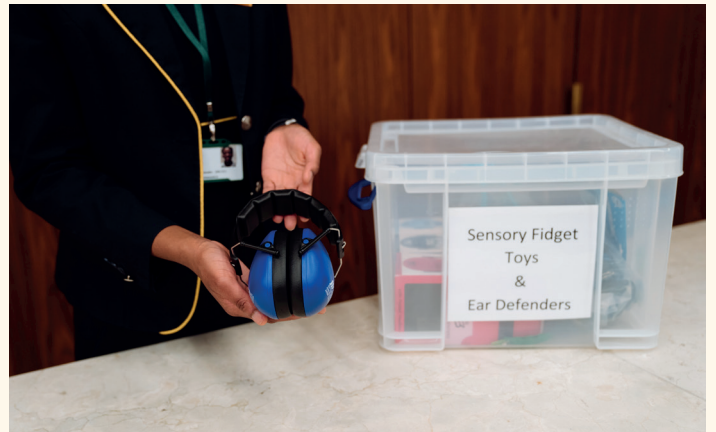
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WATCHING THE SHOW

You can bring and use your mobile phone or tablet, but it must be on silent. You cannot take pictures or videos of the performance.



You can bring ear defenders, sunglasses and comfort toys into the theatre auditorium.



The theatre will also have audio description headphones, extra ear defenders and booster seats available. Ask a member of staff or a volunteer if you would like any of these items.



The doors will stay open so if you would like to take a break, you can leave the auditorium and you can come back at any time.



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Chill-out spaces will be set up in the building and there will be signs pointing to where they are located. You can also ask a member of staff or volunteer for directions.



There is one in the Linbury Theatre Foyer. Follow signs for the Taylor Learning Rooms.



If you would like to keep watching the show but need to change seats or be further away, please let an usher know and they will move your group to our “wobble room” seats.



The lights in the auditorium will not go out completely, so it will not be too dark. You will be able to see if you would like to walk around.



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SCARY MOMENTS IN *THE NUTCRACKER*

You may want to share this section of the document with the person in your group that will benefit from this relaxed environment performance, to prepare them for things they may see in the show.

The performance will start with an introduction from some of the performers, showing any costumes, pieces, masks or props that may be scary. They will show that these props are just pretend, the masks are not real, and nobody is harmed.

ACT 1, SCENE 3: CHRISTMAS PARTY

Some dancers come out in large lion costumes and round up the children. The lions do not bite or fight with the children.

Everyone at the party freezes except Clara, including the party children and Fritz, Clara's brother. It is just pretend magic, and everyone is unharmed.



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There is a dancer playing a life-sized toy soldier who comes on with a toy rifle. He does not shoot the gun or harm anyone, but it is pointed at others.



Clara's brother breaks the toy nutcracker. Herr Drosselmeyer is angry with him and grabs his shoulders. The boy is not hurt and the toy is fixed.



A group of boys enter playing toy drums and trumpets. The drumming is loud and may be startling.



ACT 1, SCENE 4: AFTER THE PARTY

The toy soldier comes back and points the gun at Clara, but it does not go off and she is not hurt.



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ACT 1, SCENE 5: THE BATTLE

There is a battle between the toy soldiers, led by the Nutcracker, and the mice, led by the Mouse King. The mice and Mouse King wear masks that are scary. They will be introduced in the introduction to show that it is a mask and not real.

The soldiers hold guns and there are prop cannons on stage. The guns and cannons will not make noise. There is a sword fight, but it is only pretend and none of the dancers are actually hurt.

The Mouse King falls and is taken off stage. It is only pretend and he is not hurt.

ACT 2, SCENE 1: THE LAND OF SNOW

The second act opens with fog covering the stage. Angels come out and dance holding small candles; these candles do not use real fire.

THE END OF THE SHOW

There is a long series of bows and people will clap to congratulate the performers. The clapping can be loud.



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ACCESS AT THE ROYAL OPERA HOUSE

The Royal Opera House offers lots of options for those with access needs, including wheelchair spaces. There is step-free access around the building including to the restaurants and bars.

You can find out more on our website at roh.org.uk/visit/access

If you have any questions before your visit to the Royal Opera House, you can contact the Box Office:

boxoffice@roh.org.uk

+44 (0)20 7304 4000



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