

BLACKHEATH HALLS



A Visual Guide

A Visual Guide to BLACKHEATH HALLS

This visual guide is provided to assist in the preparation of a visit to Blackheath Halls and to help familiarise visitors with the surroundings.

This is a general guide. Seating layouts and details can change from event to event. Please let us know when booking tickets if you have any access requirements, or need to know anything specific about the production to make sure you have a great visit.

For any questions or concerns before, during or after your visit, please ask a member of staff.

Phone: **020 8463 0100**

Email: **boxoffice@blackheathhalls.com**

In Person: **at the box office (Mon-Fri 10am-5pm)**

We also welcome your feedback about your experience after your visit.



Welcome to Blackheath Halls

We are an events, arts and community venue in Blackheath village.

We are around 5 minutes for pedestrians and wheelchair users from Blackheath train station.

The route is step-free and up a short incline.





There is a ramp at the front of the building for easier access, if required.

The front provides an inviting open area for the local community as well as audiences visiting the venue to enjoy.



Inside the front doors, is our main foyer.

Here you will see the Box Office directly ahead, where you can buy tickets for shows, pick up leaflets and find out more about what we have coming up at Blackheath Halls.

If you have an E-Ticket already you do not need to go to the box office, and may go directly through to the bar area.



From the main foyer, we have two sets of doors on the left handside which take you to our Bar area.

Here you can buy drinks and snacks.



You will see Ushers in black shirts with Blackheath Halls text on them. They are here to help you if you need to ask any questions.

The Ushers will scan your ticket when you go into the Great Hall or The Hearn Recital room for the show. They can also help you find your seat(s) and/or way around the building.

During the show the Ushers are usually located at the sides at the bottom of the raked seating in the Great Hall and at the back of the seating in The Hearn Recital Room.



If you need to use the toilet follow the signs or ask an Usher for directions.

There are two accessible toilets. One on the ground floor corridor which is accessed from the foyer. The other accessible toilet is on the first floor

accessed by going through the bar and using the rear staircase or the lift.



About 30 minutes before the start time, the doors to the Great Hall or The Hearn Recital Room will be opened.

The Duty Manager will make an announcement and you can go in, find your seats and sit down if you like.



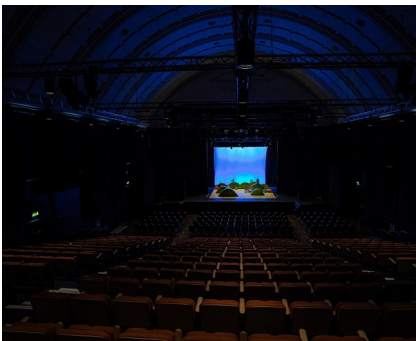
This is a picture of inside the Great Hall. This is a large room which can seat up to 500 people.

This is where you will sit and watch the show.



This is a picture of inside The Hearn Recital Room. This is a medium room which can seat up to 160 people.

You can access this room by either the front staircase or the rear staircase and lift, which is accessed through the bar area.



About the Show

When the show starts, the lights will go down. Some people might find the darkness at the start unsettling.

During the show you might see something that makes you laugh or feel sad. This is ok.



If you need to leave the room during the show, our Ushers can assist you. You will be allowed to re-enter the room at an appropriate moment in the show.

There might be an interval in the middle of the show when the lights come up and the performers have a break. You can use this time to go to the toilet or buy a snack.

At the end of the interval the Duty Manager will make an announcement and you can go back in and sit down to continue watching the show.



At the end of the show everyone will clap their hands. This tells the performers that you have enjoyed the show.

Everyone will get up and leave the hall together. You may stay in your seat and wait until other audience members have left if you prefer.

There may be raised noise levels because people are talking about their experience. There might also be commotion because people are thinking of what to do or where to go next during their time out. It is fine to wear ear defenders or headphones whilst in the building and during the show if you would like.

If you need assistance or feel unsettled at any point, our staff will be happy to help you.

We hope you have a great time at Blackheath Halls