

THIS DOCUMENT IS NOT VALID AS A RISK ASSESSMENT

This document is for guidance only. It is recommended that all groups carry out their own risk assessment prior to any visit.

Wycombe Swan is a 1076 seated contemporary, state-of-the-art entertainment venue. The Old Town Hall and Oak Room also form part of the venue and are used for performances, rehearsals and events. The space is designed to provide excellent access to facilities and a range of access routes for customers with disabilities. We have identified areas that could cause concern but we know that young people may surprise us with those we have not thought of.

• Arrival

If you are travelling by coach, we have parking immediately outside the theatre to enable you to drop of your group or school. We do ask that once the vehicle is empty, drivers vacate the stand to allow further vehicles to disembark their passengers.

Entrance to the Wycombe Swan is via the main entrance Ticket Office doors, entrance to the Old Town Hall and Oak Room is via the Old Town Hall or Oak Room Doors located on Queen Victoria Road. Each space has access doors and a ramp.

Upon entering the building, you will be greeted by a member of our front of house team who will request to see your tickets, and then either direct, or escort you to the appropriate entrance to the auditorium. Please keep your tickets to hand as they may be checked again as you make your way to your seats.

We generally recommend that large parties of children should aim to arrive approximately 1 hour prior to the scheduled performance time, to enable you to use the restrooms and to get your party seated in time. Please be aware that on busy shows, foyers can get crowded.

• Floors and Stairs

Many of the floors in the Wycombe Swan are carpeted however the Old Town floors are tiled or wooden. These can be slippery, especially when wet, and teachers should reinforce our request that visitors should not run in any areas of the building, this is especially important on the stairs.

There is a lift in the main foyers or each space servicing all levels of the building.

• Doors

When you visit us to see a show, doors to the auditorium will be supervised by an usher. Once we are ready to let audience in to a performance the usher will open the doors to let you through. Please ensure that children do not enter the auditorium until the usher has told them it is safe to do so – there may be last minute technical activities taking place.

• Seating

The main auditorium is separated into three areas: **Stalls** (ground level), **Circle** (1st floor), and **Upper Circle** (2nd floor). Your tickets will have door numbers on, which should direct you to the correct level.

Once admitted to the auditorium an usher will help direct you to your seats. Rows are indicated by a letter at each end, and each seat has an individual number. We advise that each row of children should have an adult at each end.

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Level access is available into the auditorium on all levels, but seats with flat level access tend to be booked quite quickly, so it is worth speaking to the Ticket Office about any specific needs of your party.

Wheelchair spaces are available in the stalls auditorium, please note when booking where the carer/companion seat is located, as the layout of the auditorium can mean that the companion/carer seat is located in front of the wheelchair position.

If you have a member of your party who is transferring from a wheelchair/mobility aid, the aid must be stored in the foyers during the show. A person who has decided to transfer into a seat must be able to safely evacuate, with the assistance of their companion/carer

Seating in the Old Town Hall and Oak Room are on one level and seating is usually unallocated.

• Toilets

Wycombe Swan has many choices of toilets on different levels – please ask an usher if you are not sure where to go. All children should be accompanied to the toilets by a member of staff. Please note that our toilet door locks can be stiff – we would recommend that young children are well supervised using the facilities.

All facilities have an access cubicle large enough to accommodate a wheelchair, and we also have a further access toilet located near the male toilets in the stalls foyer.

• Refreshments

Bars are located in both the stalls and circle foyers, and serve soft drinks and snacks before the performance and during the interval. Interval drinks can be pre ordered, as can ice creams, which will be delivered to you at your seats should you wish.

• Fire exits and evacuation procedure

In the event of a fire the show will be stopped and an announcement will be made. The Duty Manager and Ushers from the building will direct you to the nearest safe exit, and lead you to the meeting point which is situated in the turning circle (just outside of Wycombe Swan).

Children should not leave the building unattended and should be supervised at all times by a responsible adult. Please note that teachers must be responsible for their own students. It is possible that large parties will be directed out of more than one exit, hence the advice to have an adult at each end of a row, but once outside, parties will be re-united. An usher will be allocated to supporting customers with access requirements and will direct you to the appropriate location.

• Invacuation procedure

There are some situations where an evacuation of Wycombe Swan, Old Town Hall and Oak Room could place staff, patrons and visiting company in greater danger. Should an invacuation procedure need to happen the show will be stopped and an announcement will be made. The Duty Manager and Ushers from the building will assist in removing customers away from areas of danger and directing them to the safe areas as per the Duty Manager's instructions.

• First Aid

Wycombe Swan will always have trained first aiders on site. In a First Aid emergency please inform a member of staff who will call for the first aider to attend you. We have fully stocked first aid kits available for use. Should the need arise, we generally would prefer a child to be treated by a teacher / chaperone rather than a member of staff, who will always be there to assist.

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Please note that any emergency service calls must be made by a member of staff at Wycombe Swan – this is to ensure that our Stage Door team are able to accurately direct an ambulance to the patient, and ensure they can get as close to the building as possible.

- **Departure**

We will generally be able to give a running time for performances which will enable you to instruct your coach drivers as to the finishing time for a performance. We are able to hold patrons in the auditorium for a short while after the show finishes, and suggest that one adult from your group goes outside to wait for the arrival of your transport. Once there, they can then direct your party to their coach.

For further information or help planning a visit to Wycombe Swan please contact:
education@wycombeswan.co.uk or call **01494 514444**