

PALACE
THEATRE **PAIGNTON**

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Accessibility Guide for Palace Theatre Paignton

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Welcome

Palace Theatre Paignton was built in 1890 and remains the oldest working theatre on the English Riviera and one of Devon's favourite community theatres. Performances and events run 50 weeks of the year and the theatre offers something for everyone, popular dramas, top-name performers and entertainers and local pantomime productions.

The Theatre underwent a major refurbishment in 2006 and can now seat up to 380 people with excellent views from all areas of the auditorium. In the heart of Torbay, the theatre is just 2-minutes from Paignton town centre, train and bus stations, there's plenty of free roadside parking with a number of disabled spaces available close by and the theatre has a ramp for access.

At a Glance

Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
 - Palace Theatre Bar
 - Toilet (lobby area)

- Auditorium
- Palace Avenue
- We have a viewing area for wheelchair users.



Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in Theatre auditorium.
- Some staff have disability awareness training.



Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.



General

- We have a concessionary rate for disabled visitors.
- Some staff have disability awareness training.

Getting here

Palace Theatre,
Palace Avenue
Paignton
TQ3 3HF



Travel by public transport

- You can get to Palace Theatre Paignton by bus, train and boat or ferry.
- Paignton Bus Station, Dartmouth Rd, Paignton TQ4 5EB is 0.4 miles / 0.6 km from the theatre. The bus station is a hub for all connecting services from/to Exeter, Newton Abbot, Torquay, Brixham and the surrounding areas. The bus stop is 0.4 miles / 0.6 km from Palace Theatre Paignton.
- The nearest train station is Paignton train station . The train station is 0.4 miles / 0.6 km from Palace Theatre Paignton.
- The nearest port is Paignton Harbour. The port is 1.1 miles / 1.8 km from Palace Theatre Paignton.
- South Quay, The Harbour, Paignton TQ4 6DT is approximately 1.1 miles from the theatre.



Travel by taxi

- You can get a taxi with Biffs Taxis by calling 01803 200500. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Torbay Taxis by calling 01803 211611. The taxi company has a wheelchair accessible vehicle.
- On request we are able to assist visitors by contacting the local taxi companies to arrange passenger pick ups after theatre shows. We also wait with our customers who have special assistance requirements until the passenger is safely on board.

Parking

- There is parking near the venue. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 200mm wide, or more.



Access ramp at the theatre entrance

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1600mm wide, or more.
- The path is sloped.

Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 1600mm wide.
- The main door is side hung and automatic.
- The door has a push button to open it.



Disabled parking (pay and display)



Ramped access to main entrance



Push pad door entry



Automatic entrance doors

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



Auditorium

Things to See and Do

- We have a concessionary rate for disabled visitors.

Spectator/ Audience viewing areas

- There are stewards to help disabled visitors.
- We have a viewing area for wheelchair users.

The first row of seating in the theatre auditorium is allocated for wheelchair users

- From the main entrance to the viewing area, there is level access. The route is 1100.00 wide, or more. The door is 1600 wide.
- Personal assistants and friends can sit with wheelchair users.
- Wheelchair users can sit with their own fans.

- Stewards can bring food and drink to wheelchair users.



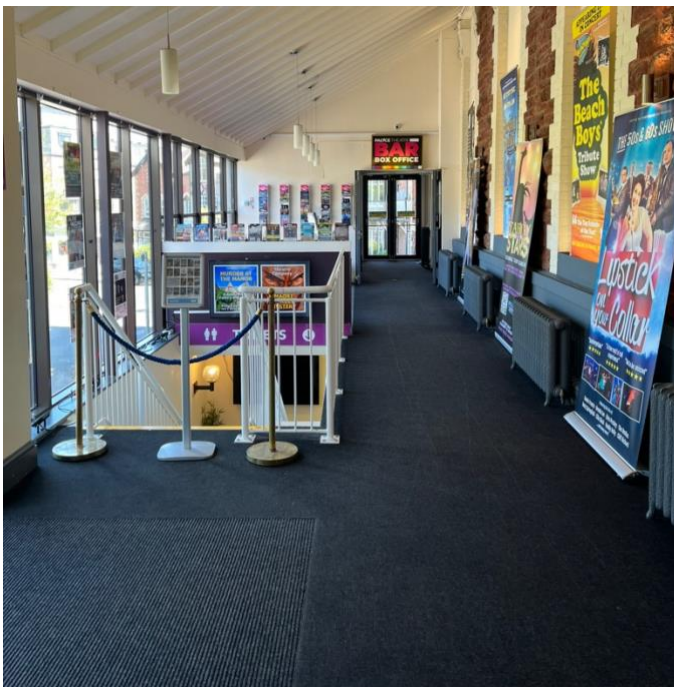
Palace Theatre Bar

- From the main entrance to the bar, there is level access. The route is 1100mm wide, or more.
- The door is 1100mm wide.

Bar



Level access from entrance to bar and box office



Disabled toilet



Box office and bar



Public toilet

Toilet (lobby area)

- There is a public toilet for disabled visitors.

- The toilet is a Changing Places toilet.
- From the main entrance to the public toilet, there is level access. The route is 1100mm wide, or more.
- The toilet door is 1100mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 800mm at the side of the toilet. There is 1500mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.
- Watch the video: [Arriving and through the foyer](#)



Disabled toilet

Auditorium

- From the main entrance to this area, there is level access. The route is 1600mm wide, or more.
- The door is 1600mm wide.



Auditorium

Getting around outside

Palace Avenue

- From the main entrance to this area, there is level access. There is a permanent ramp. Watch the video: [Access - arriving at the theatre](#)

Customer care support

Accessibility equipment

- We have a hearing loop in Theatre auditorium.
- We have an area to charge mobility scooters and battery powered wheelchairs.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

Customer care support

- Some staff have disability awareness training.
- We have other services for people with accessibility requirements.
- We personally support visitors with accessibility requirements, assisting to seats, making them aware of members of staff who are responsible for them.

Guide last updated: 21 June 2024