

Palace Theatre

VENUE GUIDE

I am going to see a performance at
The Palace Theatre

Have a question?

For more information: palacetheatre.ca

Email: info@palacetheatreartscommons.ca

Call: 519-432-1029 (leave a voicemail if no one picks up)

Location: 710 Dundas Street, London, Ontario



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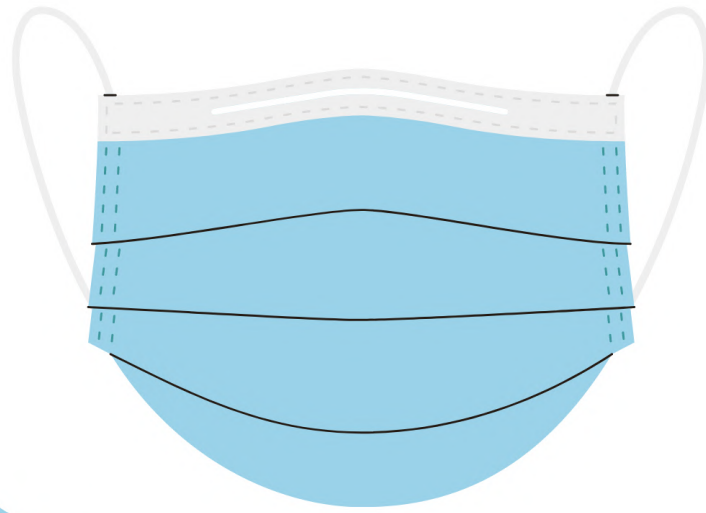
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Venue Guide

I am reading the Venue Guide. The information in the Venue Guide is helpful, but some of the pictures are old. I will notice that some people in photos aren't following current COVID-19 measures, such as wearing masks on public transit.



RECOMMENDED

Safety Measures

While masks are no longer required, for the safety of everyone attending the performance, I am strongly encouraged to wear a mask. If I feel sick on the day of the performance, I will stay home instead.



The Palace Theatre

The performance is at The Palace Theatre. It is located at 710 Dundas Street in London, Ontario.

← → ↻ 🏠 palacetheatre.ca/2022-shows/

PALACE Theatre
ARTS COMMONS

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BUY TICKETS

**Rodgers Hammerstein's Cinderella
(Enchanted Edition)**

By Oscar Hammerstein II, Richard Rodgers, Tom Briggs, Robert L. Freedman

November 24 - December 4, 2022 on the Main Stage at the Palace Theatre

November 24 - Preview
November 25 - Opening Night
December 1 - Relaxed Performance

[Click Here for a Description and Fact Sheet of a Relaxed Performance](#)

Director: Steph Molloy
Music Director: Phil Hallman
Choreographer: George Carlson McLeary

A Co-Production of Musical Theatre Productions and the London Community Players

BUY TICKETS

Inspired by the acclaimed 1997 Teleplay starring Brandy & Whitney Houston, this version of the magical fairytale is reborn with the Rodgers & Hammerstein hallmarks of originality, charm and elegance. Join Cinderella as she attends the ball and shows us that #ItsPossible to make all your dreams come true!

Evening Performances at 7:30 pm, Matinees at 2:00 pm
Until September 20, 2022 (inclusive of fees) Adults \$35 Youth \$25
September 21-October 31, 2022 Adults \$38.75 Youth \$25
After October 31, 2022 Adults \$42, Youth \$25

CINDERELLA is presented by arrangement with Concord Theatricals on behalf of The Rodgers & Hammerstein Organization. www.concordtheatricals.com



Buying Tickets

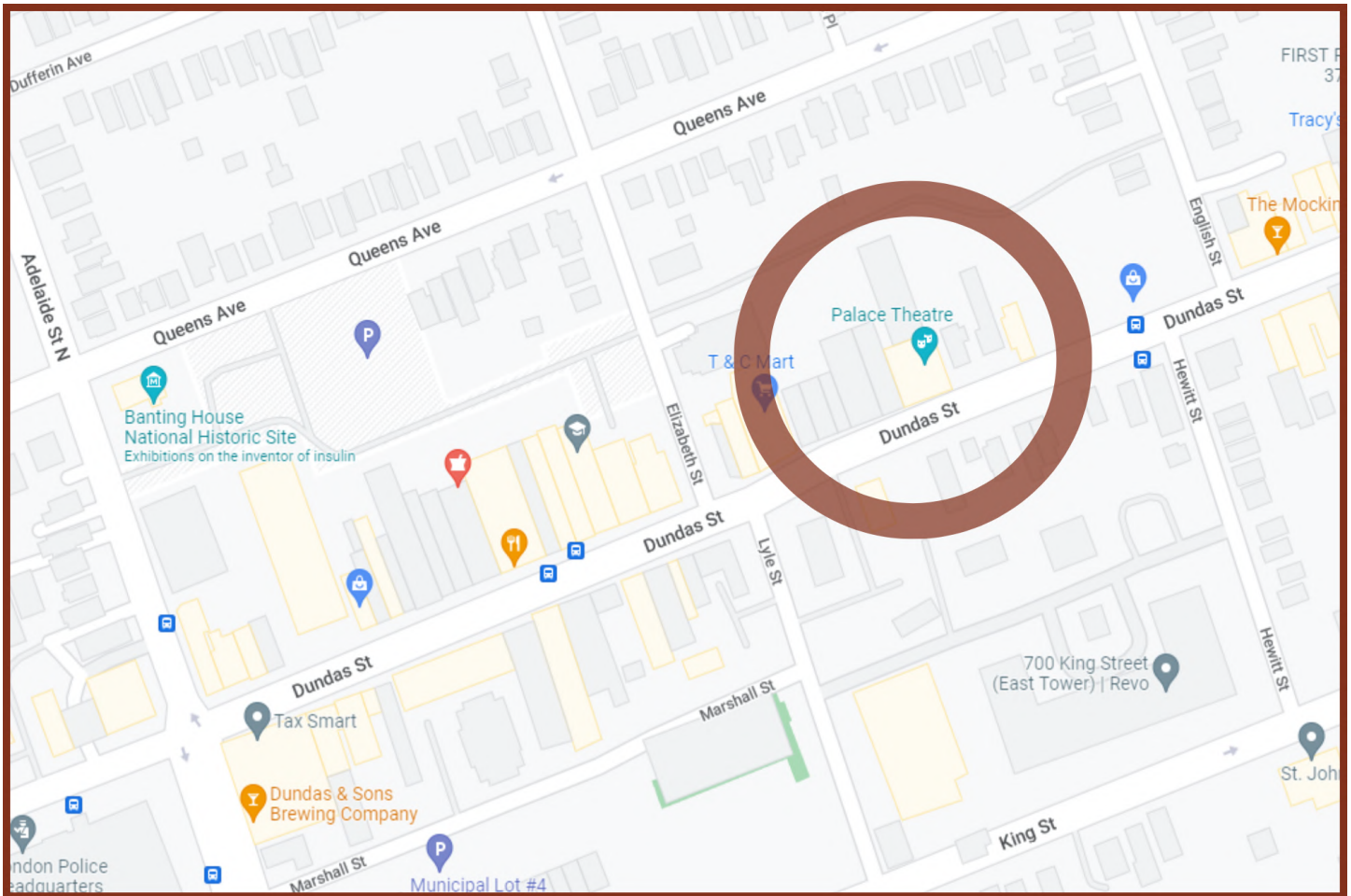
Tickets are usually needed. I can buy them in advance or when I arrive. I can choose to buy them by:

- Going to their website at palacetheatre.ca and click “Buy Tickets”
- Emailing the box office at boxoffice@palacetheatre.ca
- Calling the box office at 519-432-1029 (Leave a voicemail if no one picks up)



Printing or Using Digital Tickets

If I buy my tickets in advance, I can print my tickets from the email. Or I can have them on my phone.



Getting There

I can take the bus, take a taxi or other private transportation, or take a personal vehicle to the performance.



image credit: globalnews.ca

Bus: LTC - London Transit

If I take the bus, there may be people I do not know at the stop and on the bus. These people won't all be going to the performance, but some might be.

Routes #2 and #20 go past the Palace Theatre.

I can put my address into londontransit.ca to show me the best routes to get to the theatre.



Private Transportation

If I take private transportation like a taxi or a van or bus we booked, they can drop us off in front of the Palace Theatre.



Personal Vehicle & Parking

If I come in my own vehicle, I can park on the street or in the parking lot behind the Palace Theatre.

The parking lot can be accessed from either Elizabeth Street or English Street.

Parking is metered, which means we have to pay.

Payment with cash, VISA or the HONK app (Zone ID 2170) is required. On Sundays, parking is free.

All City managed and owned lots are identified with a white "P" symbol, green background, and City logo. Municipal lots are unattended and are on a first come first serve basis.

When parking in a curbside permitted space or Municipal lot you are required to display a permit, receipt from the Pay and Display master meter, or pay using the HonkMobile parking app or cash where applicable.

HONK **PARK & PAY WITH YOUR PHONE.**

Honk is now available for municipal parking lots and on-street parking in London. Download the Honk app to search, pay for and top up parking from your phone, tablet or computer.
www.honkmobile.com

Download on the App Store

Connecting our future
Some parking has changed due to core construction.

Two-Hour Complimentary Parking

The City is offering two-hour complimentary municipal parking in London's core. I can use the HonkMobile app, and enter the code CORE under "Add Promo" at checkout.

Or I can call London Parking Services at 519-661-4537, and provide my license plate number and Zone ID 2170.

More info: london.ca/parking-lot-information



Parking Behind The Theatre

If I park behind the Theatre, I will have to follow the walking path and signs to enter the Theatre from the Dundas Street entrance.



Main Entrance

When I open the doors and walk in, I will be greeted by Ushers. If I have my ticket, the usher is a friendly helper who will scan my ticket. There might be a beep from the machine when they scan my ticket.



Box Office

If I don't already have my ticket, I can go to the Box Office to get it. I will give the person working at the Box Office my name, and they will have my paper ticket ready for me.



The Lobby

Before the performance, everyone waits in the lobby until the auditorium is open. I will know that the auditorium is open when the doors beside the Concessions are open and an Usher is waiting at the door. The lobby may be busy, but I can walk to a quieter place if I need to.



Assisted-Hearing Devices

If I am hard of hearing, I can get a device that I can wear to help me hear the performance. I can ask someone behind the counter at Concessions to provide the device to me.



Water & Concessions

If I am thirsty, there is a bottle filling station. I can bring my own water bottle or ask for a cup from someone behind the counter at Concessions.



Washrooms

There are women's washrooms and an accessible washroom on the first floor. I can take the stairs to go to the men's washroom or there is another women's washroom. To get to the men's washroom, I have to take the stairs on the right. To get to the other women's washroom, I have to take the stairs on the left.



Inside the Women's Washrooms

The downstairs women's washrooms are bright.



Inside the Accessible Washroom

I will turn on the lightswitch when coming into the accessible washroom. There is a lot of room inside the accessible washroom.



Inside the Men's Washroom

When I go up the 16 stairs, I will go into the men's washroom.



Inside the Upstairs Women's Washrooms

When I go up the 16 stairs to the upstairs women's washroom, I will turn the corner and take two steps up into the women's washroom.

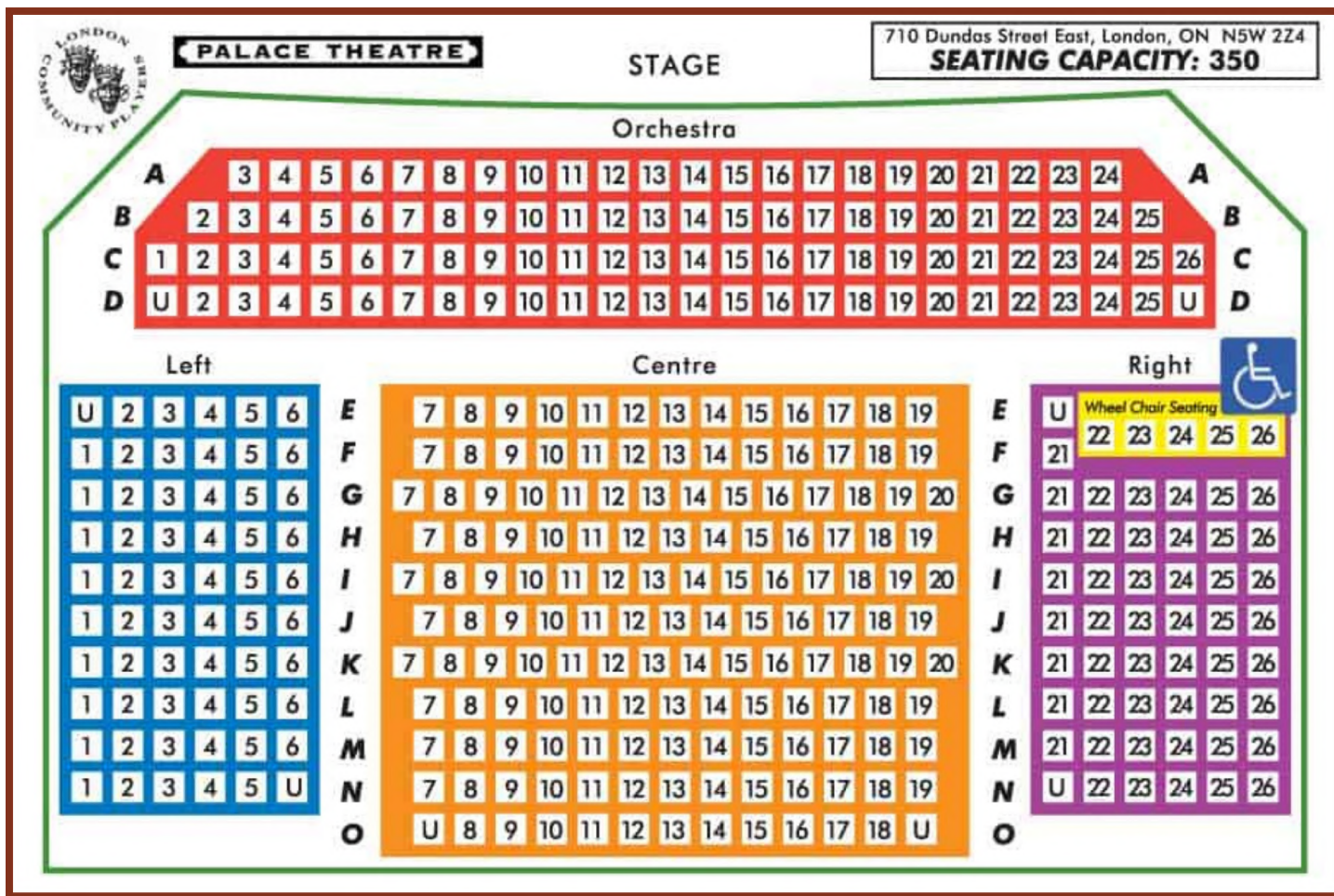
I will not go into the booth "TECH BOOTH NO ADMITTANCE" since that room is only for Palace Theatre staff.



Doors Open

When the door to the auditorium open, I may go sit in my seat or continue to wait in the lobby.

I can use the washrooms before the performance so I don't miss any of it.



Assigned Seats

Some performances have assigned seats, which means my seat is just for me.

On my ticket, there will be a letter for the row I am sitting in and a number for my seat.

If I need help, an usher can help me to read my ticket and find my seat.



General Admission

Some performances have general admission, which means I can pick my seat.



Who Do I Sit With?

I will sit next to my family or caregiver, but I may also sit next to someone I do not know. They are also here to see the performance.



Front Row

I can walk toward the stage, but I cannot touch the stage or go under or onto the stage.



Performance Begins

When it is time for the performance to begin, the lights will dim and go out. Sometimes there is a speech before the performance begins and I can listen.

If I need to use the washroom during the performance, my family or caregiver can take me at any time. Our seats will be saved for us when we come back.



image credit: Ross Davidson

During the Performance

During the performance, I can sit in my seat and watch. I can also dance in my seat, or stand. If I stand, I need to make sure the people behind me can still see.

Other people will clap when they like the performance, and you can clap with them. If it is too loud, I can cover my ears or put on my sounddampening headphones.



Where is the Quiet Room?

If I need to use the quiet room, I can ask an usher to show me where it is. The quiet room is close to the lobby and there are 7 stairs down to get there, or there is a longer way without stairs. There is a washroom inside for those using the quiet room.



Inside the Quiet Room

I can turn off some of the lights inside the quiet room but I need to leave enough on so someone can see me. I can relax there until I am ready to go back to the performance.



Intermission

Some performances have a 15-20 minute intermission, which means there is a break during the performance. During the intermission, I can leave my seat to use the washrooms, get some water, or stretch my body. If there is an intermission it will be announced in the program.



End of Intermission

At the end of intermission, if I left my seat, I will go back and continue to watch the performance. I will know it's the end of intermission since the lights in the lobby will flicker and a bell sound will play.



Bows

Sometimes performers will bow and this tells me it is close to the end of the performance. I can clap during the bows to show them how much I enjoyed their performance.



Leaving

After the performance, the lights get brighter and it is time to leave. I will leave the auditorium with my family or caregiver. I can use the washroom before I leave if I need to. Everyone is leaving at the same time, and I may have to wait for those ahead of me to exit.

If we parked in the parking lot, we can leave through the side doors.



See you soon!

We look forward to welcoming you!

Credits

This Venue Guide was written by Lisa Cardinal with consultation from relaxed performance consultant Rachel Marks. The photos were taken by Lisa Cardinal and Laura Hounsell unless otherwise credited.

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