



FREQUENTLY ASKED QUESTIONS

Planned Audience Evacuation

What will happen during the evacuation drill?

There will be a short pause after the curtain call before the fire alarm will sound. Our Host staff will guide participating audience members out of the building and to the assembly point. Once the building has been declared clear, participating audience members will be informed that the drill has been completed. This will take approximately 10 minutes. There will be no re-entry to the building following the evacuation drill so please remember to take all your belongings with you.

What if I don't want to participate?

Everyone is invited to take part and we hope many people will so that we can provide our staff with the opportunity to practice these important procedures with a live audience; however we understand that some people may not wish to for a variety of reasons. Please let us know when you arrive to the theatre that you do not wish to participate and our Hosts will explain what to do at the end of the performance.

How will I know where to go?

Our Host staff will guide you out of the building in a calm and safe manner as they are trained to do in emergencies.

How long will it take?

It will take approximately 10 minutes.

Can I use the toilets after the show?

If you want to use the toilets at the end of the show please let Host staff know that you will not be taking part in the evacuation drill. There will be no re-entry to the building following the evacuation so please remember to take all your belongings with you.

I use a mobility aid and I'm concerned about the evacuation.

Please contact the Box Office in advance of your visit or speak to Host staff so we can best understand your concerns and explain the procedures we have in place to support individuals with reduced mobility. We have staff dedicated to support individuals during an evacuation as part of our procedures.

How will I know when it is finished?

The Host staff on duty will let you know when the drill is finished. There may be a short wait outside at the safe assembly point whilst we verify the building is clear, which is all part of our emergency procedures.

Will you be asking those who participate to provide feedback?

Yes. We would really like to hear from participating audience members and so we will contact you via email following the drill.

If you have any further questions regarding this, please contact our Box Office team on 0191 232 7010 or email boxoffice@theatreroyal.co.uk