



# **DEAR SANTA**

## **Visual Story**

Fri 6 Dec / 4pm

This Visual Story can be used to prepare and support people attending a performance at The Haymarket





Welcome to The Haymarket.

The glass door will open automatically as you walk towards it.

There could be lots of people when you come in. It can be noisy. You can put your hands over your ears.

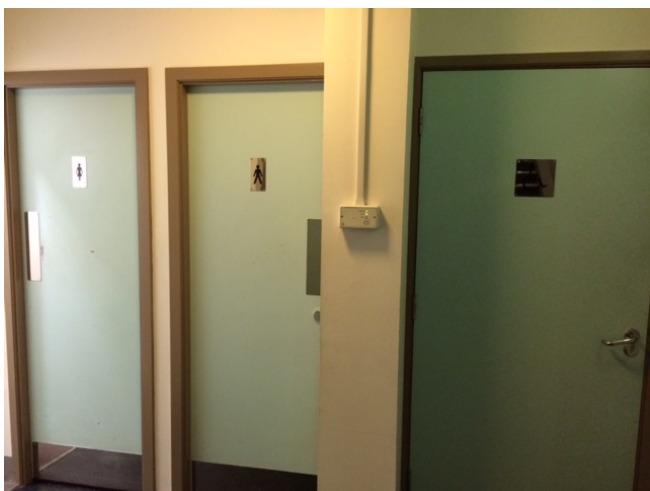


Through the doors is the box office.

You can buy or collect your tickets from here. You may have to stand in line with other people and wait your turn.

You will see lots of leaflets about other shows and some posters.

A member of staff may check your tickets and tell you where to go next.



To the left of the box office there are male, female and accessible toilets.

There are two sets of doors to walk through when you go to the toilet. Other people may be coming in and out of these doors.



Additional pictorial access information is available at [accessible.co.uk/venues/haymarket](http://accessible.co.uk/venues/haymarket).

The nearest Changing Places toilet facilities are located at:

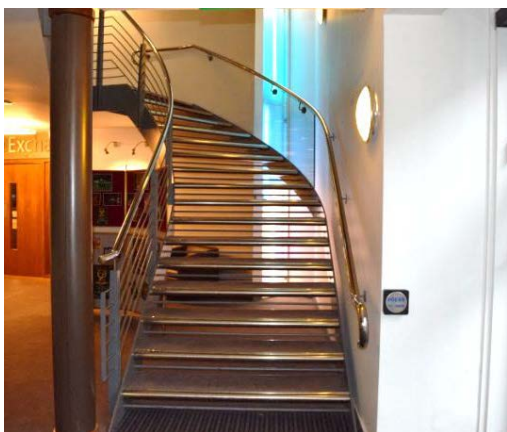
- **The Discovery Centre.** Find out more at [accessible.co.uk/venues/basingstoke-discovery-centre-and-library](http://accessible.co.uk/venues/basingstoke-discovery-centre-and-library).
- **The Malls Shopping Centre** which can be located next to Primark and The Malls car park lifts. These are available at a cost of 20p. A radar key is required. Find out more at [accessible.co.uk/venues/malls-shopping-centre](http://accessible.co.uk/venues/malls-shopping-centre).



A lift is located to the right of the box office. It can take you to both the First and Second Floor.



There are male and female toilets on this floor.



You can also use the stairs to go to the First Floor Foyer.



There will be another set of stairs for the Second Floor up here. Use this First Floor level for Door A and Door B in to the auditorium. Your door number will be printed on your ticket.



There is another set of stairs which will take you to the Second Floor Foyer.







Use this Second Floor level for Door C and Door D into the auditorium.



You can buy drinks, snacks and ice cream from the Bar. Staff will be serving behind this area.

You may have to stand in line with other people and wait your turn.

You may hear a noise and an announcement in the Foyer letting you know when you can go in to the auditorium - these will be loud so that everyone can hear them.



The auditorium doors will normally open 30 minutes before the start of the show.

You may hear music coming from inside the auditorium.



You will go inside the auditorium. It is very big and there are lots of seats, which are all blue.

There is a letter and a number on your ticket which tell you where you are sitting. Have your ticket ready to show a member of staff, and they will tell you where your seat is.



The lights go **darker** at the start of the show.

Once seated, you will see ahead of you Santa's workshop on your left-hand side and a child's bedroom on your right-hand side. This is part of the staging and where the performance will take place.



During the show, it is good to be quiet so that you can hear everything.

You may feel happy or sad while you are watching the show. It is ok to laugh or cry if you feel like it.

The main characters of the show will be:



**Santa** - please note, it will be a different actor playing **Santa** in the performance you will be watching from the one in this picture. His costume will be the same.



**Elf** is Santa's cheeky helper - please note, it will be a different actor playing **Elf** in the performance you will be watching. The costume will be the same.





**Sarah** is writing a letter to Santa Claus. She is the little girl that Santa is picking the present for - Please note, it will be a different actress playing **Sarah** in the performance you will be watching.



At the end of the show, the performers on stage may bow. You can clap again to show how much you enjoyed the show. Other people will be clapping – it may be loud.

The lights will get brighter again. This is the end of the show.

When you are ready, you will exit from the auditorium.



If you would like to meet **Santa** at the end of the show and get a special present from him, he will be waiting in his grotto in the auditorium.





The foyer will be busy and there may be a lot of noise. You can put your hands over your ears if you like.



There is another staircase you can use on your way out if you'd prefer. This may be less crowded.

Everyone then leaves The Haymarket at the end of the show. You can go to the toilet if you want to before you go home.

## **Thank you for visiting The Haymarket**

We hope you have fun at The Haymarket! You can tell us about it if you would like to.

When you get home, you could write us a letter, draw a picture or email us at [comments@anvilarts.org.uk](mailto:comments@anvilarts.org.uk).

Thank you for coming, and we hope to see you again soon.

