

# SPECIFIC REQUIREMENTS

The Immersive Everywhere and Arts Tickets team can assist you with your booking for **Doctor Who: Time Fracture** and give you more information about the show, facilities at the show venues and ticket prices available. If you cannot find the information you require on the website, please let us know.

You can contact Arts Tickets to book or discuss your requirements in a range of ways:

**Telephone:** 0203 053 1500

**E-Mail:** [ticketing@artstickets.co.uk](mailto:ticketing@artstickets.co.uk)

**SMS:** 07487 549547

**Opening Hours:** Monday – Sunday, 10am – 6pm

---

## **Dr Who: Time Fracture – The Show**

Dr Who: Time Fracture is an immersive theatre experience – this means that, rather than sitting in a seat and watching actors on a stage as in a traditional theatre, the actors and audience are all on the same level and the audience can get involved with the performance if they wish.

There are a number of characters in the show and there will be opportunities to follow certain characters into other rooms or areas. This means that your experience of the show may turn out differently to some of the other audience members as you split into smaller groups. You will not be required to split up from your friends or family at any point – you need only get as involved as you are comfortable with.

---

## **What To Tell Us**

So that the venue staff can ensure you have an enjoyable experience, you can let us know when you book your tickets whether you have any specific requirements, such as the need for step free access or if you will be bringing an assistance dog. You can discuss

your needs by phone or SMS in confidence with our staff or you can add your requirements to your order when you book online.

For information on **Relaxed, Audio Described, BSL Interpreted** or **Touch Tour** performances, you can let us know by phone, email or SMS. Our team can let you know when these have been scheduled. They may also be highlighted for you on the booking calendar so keep an eye out for the accessibility icons.

---

## **Essential Companion Concessions**

For customers who require an essential companion to accompany them to **Doctor Who: Time Fracture**, we offer one free of charge ticket for every standard ticket bought. If you are eligible for this free ticket, it can be applied to your basket during the checkout process. Add your essential companion ticket to your basket along with your own and using the “Add Discount/Voucher Code” button enter the code “COMPANION”.

If you purchased a ‘Gallifreyan Coin’ Presale Token, you will need to book your ticket and then contact us through your preferred method to arrange your Essential Companion ticket.

We do our best to protect this concession for those who rely on it and ensure any free assistance tickets are being issued only to those who need them. We reserve the right to refuse entry and cancel tickets where we reasonably believe this concession has been abused.

If you have requirements we have not covered in our online options but you feel should be included, please do let us know so we can rectify this for you.

---

## **Venue Accessibility Information**

We want to ensure that you feel comfortable and well-informed for your visit to Doctor Who: Time Fracture. We can provide the following information in a range of formats by email or over the phone.

### **Assistance Animals**

Working/Guide dogs or other assistance animals are welcome - they can be taken into the show or cared for by a duty manager during the performance, depending on your preference.

### **Accessibility for Wheelchair Users**

Although Doctor Who: Time Fracture runs multiple narratives at the same time, meaning it is impossible for any one audience member to see all scenes in the show during a single visit, there is a level access track available to guests for the entire performance.

### **Accessible Toilets**

There is an accessible bathroom on the ground floor of the venue. The door width measures 1500mm and there are grab handles and safety alarms for your convenience. The bathroom is highlighted via signs and any member of the front of house team can guide you to the accessible bathroom through the performance spaces upon request.

There are additionally two sets of existing toilets. The first are down steps - the cubicles are approximately 66cm wide and do not have handrails or alarms installed. The second set is on the ground floor. The cubicles are approximately 55cm wide and do not have handrails or alarms installed.

### **Step-Free Doctor Who: Time Fracture**

The show is performed across two levels; the upper level is accessed via a set of stairs. Due to the nature of the performance, if you are not able or do not wish to climb the stairs, this will not have an effect on the overall experience as there will be other 'strands' of action to follow on the ground floor or via the lift instead.

## **Doors**

Front Door: 1m 37cm wide, Single door, Heavy, kept open during entry and exit periods to ease the flow of customers moving in and out of the building.

Downstairs Bathroom: 73cm wide, Push Door, Light

Ground Floor Bathroom: 73cm wide, Push Door, Light

Time Fracture Entrance: 1m 32cm wide, low lighting with special effect corridors

## **Hearing Loop**

As the production crosses many different sets and performance spaces and our patrons pass through each of them at their own pace, the current affordable hearing loop technology does not provide a sufficient solution. We are investigating how best to address this in line with the active nature of the production and welcome input on this.

Once we have found a suitable solution, we will update this information accordingly.

Due to the style of the performance, it may be possible to position yourself closer to the cast members in order to hear or lip-read. If this is something you wish to do, please make yourself known to staff on your arrival.

For scheduled **BSL Interpreted** or **Captioned** performances, please click [here](#)

---

## **Travel Information**

*You can view full travel information by clicking [here](#).*

## **Public Transport**

**Train:** The closest main line station is Paddington, which also provides access to the Northern and Jubilee lines. Google Maps states that Paddington station is a 28 minute walk from the venue.

**Tube:** The nearest Tube station is Bond Street, which is serviced by the Jubilee and Circle lines. Google Maps states that Bond Street station is a 2 minute walk away. The route is serviced by dropped kerbs.

### **Tube Maps:**

Click on the map you'd like to view to open it in a new window:

- *[Large Print Tube Map](#)*
- *[Avoiding Stairs Tube Guide](#)*
- *[Step Free Tube Guide](#)*
- *[Claustrophobia / Anxiety Tube Map](#)*

**Bus:** Oxford Street is serviced by the 390, 24 bus (Victoria – Oxford Circus; see full route by clicking [here](#)).

### **Driving**

#### **Disabled Parking Bays:**

**Local Car Parks:** NCP Car Park London Grosvenor Hill – 2 disabled bays, 200 spaces, 5 minute walk from Immersive | LDN (via Google Maps). Costs from £14.00 per hour (cash not accepted), cheaper if booked in advance online: [NCP Grosvenor Hill Website](#)

**Coach Drop Off Points :** Coaches can drop off in Pilgrimage Street but it is not possible for them to be parked for the duration of the show

### **Cycling**

There are free to use cycle parking facilities in the venue, subject to availability. These can be accepted at the entrance to the venue.

There are Santander cycle docking stations on Woodstock Street (a 2 minute walk from the venue via Google Maps) and on Marylebone Lane (a 2 minute walk from the venue via Google Maps).

---

## **Formats**

To download this information as a .PDF to read in your own time, click [here](#)

To download this information in larger print, click [here](#) for an adjustable Word document or [here](#) for a .PDF in font size 20.

We can provide this information in a range of formats – please feel free to ask!

**Telephone:** 0203 053 1500

**E-Mail:** [ticketing@artstickets.co.uk](mailto:ticketing@artstickets.co.uk)

**SMS:** 07487 549547