



# ACT Contemporary Theatre

## Social Narrative

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FALLS THEATRE



SENSORYACCESS







# Introduction

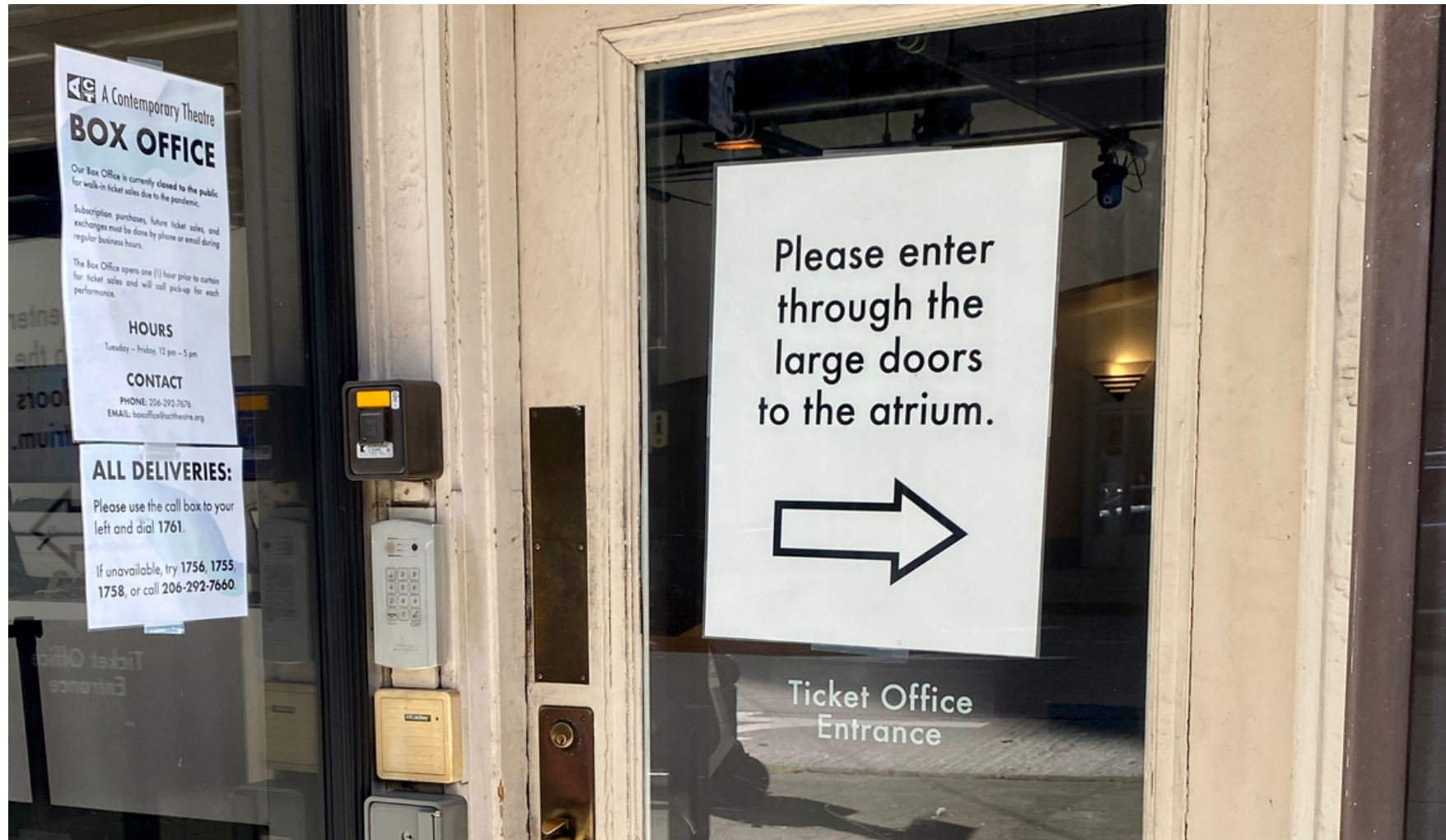
Going to the theater is an exciting and special experience. It's a place where you can watch incredible performances, immerse yourself in storytelling, and be part of a community of theater enthusiasts. This social narrative will guide you through the process of visiting ACT Contemporary Theatre and provide helpful information to make your experience smooth and enjoyable.



# Entrance

The entrance to ACT Contemporary Theatre is off of Union Street. When you arrive at the theater, you will see a door with a sign that reads "Please enter through the large doors to the atrium." The atrium is to the right of this door.

Enter through the atrium that says "Eagle's Auditorium". There will be a staff member at the door to help direct you and answer any questions you might have.







# Entrance

Once inside, you will show your ticket to the ushers (path A). Or, if you do not have your tickets, you will turn left (path B) before reaching the ushers to find the Box Office.



# Box Office

The Box Office is to your immediate left after you come through the entrance. You will go down the steps or ramp to the white reception desk. Approach the ticket counter: The WILL CALL line is where you go to pick up tickets you previously purchased. The TICKET SALES line is where you will go if you need to purchase tickets. There will be staff available to help answer questions or guide you through this process.





# Ticket Check

Once you have your ticket, you will proceed to the ticket check in the main lobby. Present your ticket to one of the ushers. They will use a handheld device to scan the barcode on your ticket to ensure entry.





# Waiting Before the Show

While waiting for the theater doors to open, you can explore the lobby area. If needed, take this time to use the restroom. You can also browse through available merchandise or purchase something to eat or drink. However, please remember that food and beverages are not permitted inside the theater.

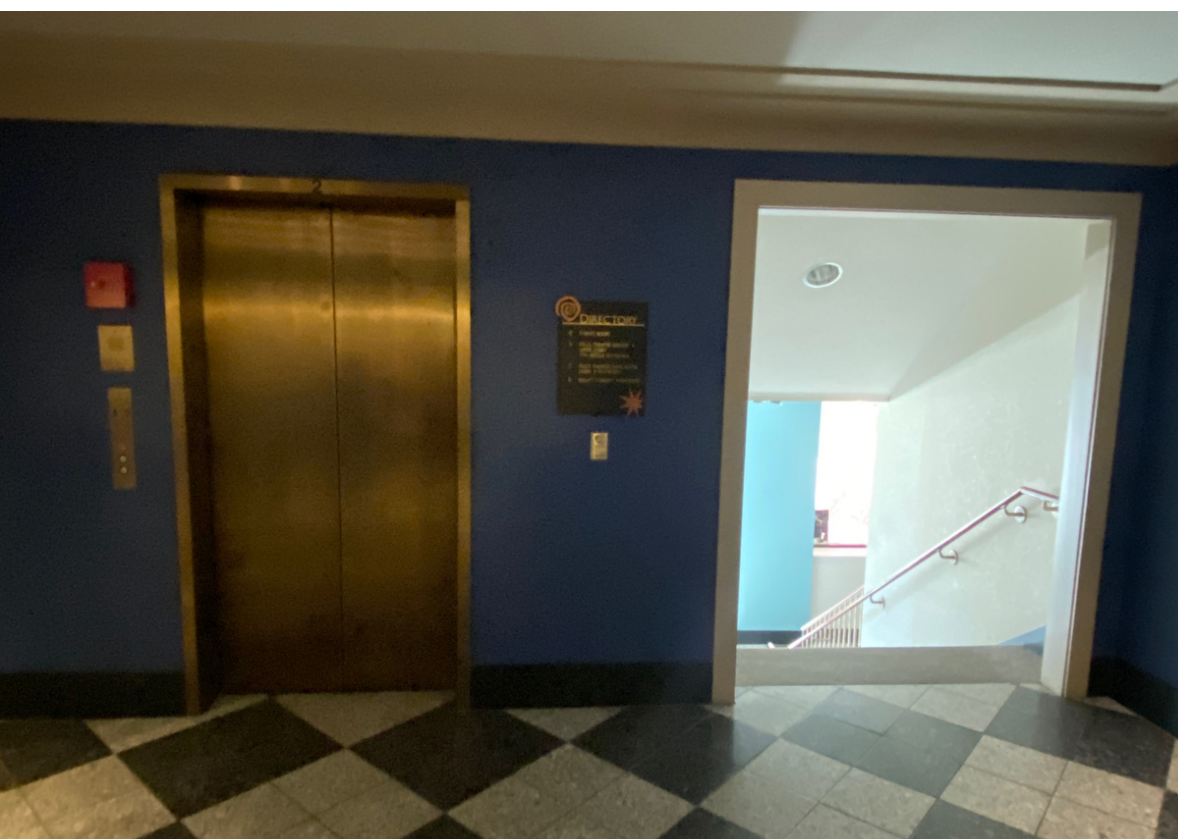
Keep in mind that the lobby might be crowded and noisy.





# Falls Theatre Lobby

ACT Contemporary Theatre has two performance stages. If your show is in Falls Theatre, you will proceed to the back-left of the main lobby. Look for the entrance that reads "FALLS THEATRE / BULLITT CABARET / ELEVATOR" (top photo).



Continue until you see an elevator and a flight of stairs (bottom photo) and go down to the next level.



# Falls Theatre Lobby - Level A

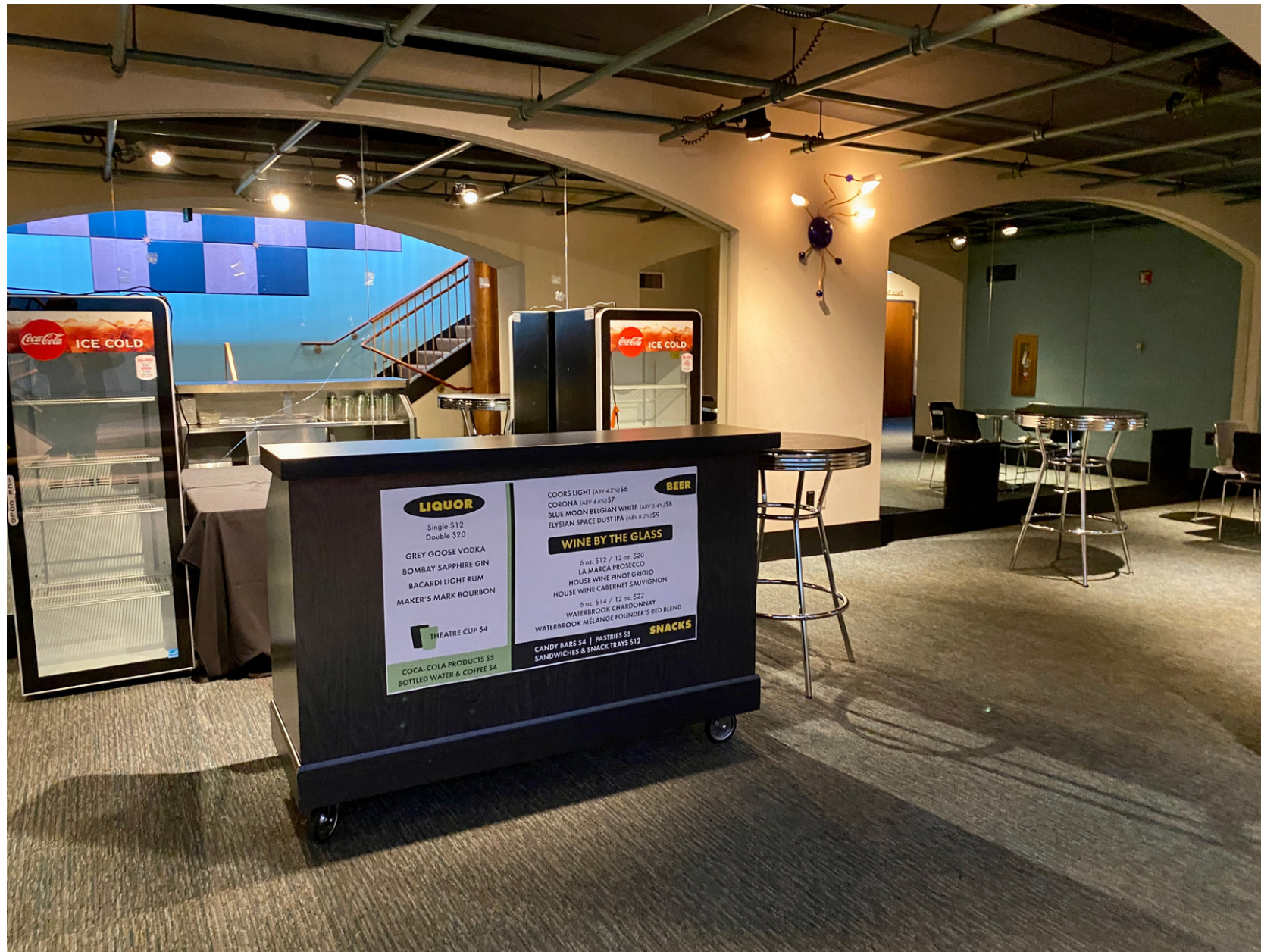
When you go down the stairs or elevator to Level A, you will find an open standing area and the coat room. Continue down to the next level.





# Falls Theatre Lobby - Level C

On this level (Level C), you will find the theatre doors, concessions, the accessibility services table, restrooms, and seating.





# The Vault

You can also explore The Vault. This is found on the far end of the lobby and down a staircase and dates from 1925.







# Accessibility Services

There will be an table set up in the Level C lobby for accessibility services. Here, you can get individual Closed Captioning devices, Audio/Telecoil Neckloop, and large-print programs. Check the performance calendar on the ACT website ([acttheatre.org](http://acttheatre.org)) for details on Audio Described and ASL Interpreted performances.



# Restrooms

Restrooms can be found on either end of the lobby. Restrooms are all-gender at ACT, and restrooms that have urinals are indicated with an icon.







# Theater Doors

You will enter the theatre doors on Level C to get to your seat in the auditorium. These doors will typically remain closed until 30 minutes before the performance is scheduled to start. There may be signs or announcements indicating when the doors will open, so pay attention to those cues. When it is time to enter the theatre, you will enter through the first and second doors. There will be an usher at the door who will offer you a program for the show. They will direct you where to go from there.







# Theater Doors (Gallery Seating)

Located on Level A, the upper gallery seating can be accessed to the left of the coat check (photo). There is another entrance located on the opposite side of the Level A lobby. An usher will direct you through two doors and into the theatre.



# Inside Falls Theatre

You will be directed to another usher at the top of each aisle, who can then tell you where to find your seat. Follow their instructions and proceed towards your seat. If you need further assistance finding your seat, don't hesitate to ask a staff member for help.







# Finding Your Seat

Locate your assigned seat, which is indicated on your ticket. Each row is labeled as a letter, which can be found on the side of the aisle seats. The seat numbers are displayed on the front of the seats.



# Enjoying the Show

As you find your seat, take a moment to settle in and get comfortable. Ensure that your phone is on silent or turned off to avoid any distractions. Before the show begins, it's common for people to engage in conversations, so it might be noisy in the theater. The lights will dim to signal the beginning of the show.

Enjoy the talents of the actors, the beautiful sets, and the captivating story unfolding before you. Feel free to express your emotions and reactions, whether it's clapping, laughing, or even crying.



# Intermission

During some performances, there will be an intermission, which is a break in the show. Follow the instructions and announcements provided by the theater staff regarding the duration of the intermission and when the show will resume. Most intermissions will be 15-20 minutes long. Take this time to use the restroom, stretch your legs, or visit the concession stand. Occasionally, a show may have two intermissions.



# After the Show

At the end of the show or during an intermission, you will exit the theatre the same way you came in. There will be staff along the way to guide you if you need assistance.

Because everyone will be leaving at the same time, there might be a line and crowding.



This Social Narrative was created by:



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