

Wheelchair Accessibility

The main auditorium at the Grand Opera House is known as the Matcham Auditorium which has over 1,000 seats to suit a variety of preferences and facilitate access across all floors. This guide provides a comprehensive list of information related to wheelchair accessible seats, but we recognise that each of our customers are unique in their choice of seats. If you can't find what you are looking for please get in touch with the box office, a friendly member of the team will be more than happy to help.

There are three ways to book accessible seating with the Grand Opera House:

- Call in person to the box office counter located in the Theatre's foyer
- Contact the Sales team by telephone: **02890241919** or email: boxoffice@goh.co.uk
- Book Online, visit: www.goh.co.uk *

*If you, or a member of your party regularly requires wheelchair seating, please contact the box office and let us know to update your record with us. By doing so – you will be eligible to select and purchase wheelchair positions via our website.

If you require essential assistance to enjoy a performance at the Grand Opera House, you might wish to bring someone to assist you free of charge. You can do this by joining the Theatre's Access for All scheme. You can find the membership eligibility criteria and application form here: <https://www.goh.co.uk/access/>

Wheelchair Positions

There are specific seats in the auditorium which have been designed to be removed for a wheelchair user, with accompanying party alongside. To comply with evacuation procedures, we cannot permit customers to transfer from a wheelchair to an auditorium seat. In the Matcham Auditorium we have capacity for 9 wheelchair users per performance, and in our small Studio Theatre we have capacity of 2 wheelchair users per performance. When using the website, wheelchair positions are denoted by a small 'wheelchair' symbol.

Our most commonly purchased wheelchair positions are in the ground floor **Stalls**. All wheelchair users are directed to enter this floor of the auditorium via Door B.

On the second floor **Upper Circle**, wheelchair users are directed through Doors E and F, the seating is in the back row and considered a restricted view due to two decorative vertical pillars in the front row.

If you choose a different seat to the one indicated with a wheelchair symbol on the website, we will be unable to accommodate a wheelchair and you may not be able to enter the auditorium for Health and Safety reasons. Only customers who have updated their records with the box office will be able to purchase wheelchair positions via the website. If you no longer require a wheelchair place, please contact the Box Office as soon as possible to update your information.

How to Book

The following pages provide a step by step guide of how to select and purchase wheelchair positions on our website. This includes information on how to acquire an Access for All complimentary companion ticket, assuming the customer booking holds a valid Access for All membership.

If you are a nominated booker, book on behalf of a minor, or book on behalf of a group – please telephone the box office to place your order. If you are a Gold or Silver Friend, please ensure you select one companion seat, and keep additional ticket types at Full Price to ensure the Friends' discounts are applied.

ONLINE BOOKING GUIDE: WHEELCHAIR POSITIONS

The Matcham Auditorium has 9 wheelchair positions across two floors. There are 7 wheelchair positions on the ground floor *Stalls*, and 2 on the second floor *Upper Circle*.

There are refreshment kiosks, bars, accessible bathrooms and step-free access to the auditorium from each of these floors. There is a low-level counter box office situated on the ground floor for ticket collections and information, a lift services the second floor.

STEP 1. If you have an existing account with the Theatre, then the very first step will be to log in – Click **MY ACCOUNT** button at the top of the home page (below). This will take you to the log-in page, which asks you to enter your email address and password. Click Log-In.



THE COMMITMENTS

SUN 20 FEB 2022 - SAT 25 FEB 2023

BOOK TICKETS

MORE INFO

VIEW ALL SHOWS →

On the next screen you will be able to view and amend all information associated with your record. If your information is up to date, click the **WHAT'S ON** button (found at the top of the screen) to browse all upcoming performances available for purchase.


STEP 2. On the **WHAT'S ON** page you will see a list of all productions in date order. For each production you are given the option to click on the **LEARN MORE** button or **BOOK NOW** button, which will take you to

a list of all the dates and times the production is with our venue. After choosing **BOOK NOW**, use the drop-down arrow (circled below) to select the performance you wish to attend, click **BOOK NOW**.

Book Now

Dates and times

If you are eligible for priority seats, please log in to your account.

- 18 May 2021 - 19:30 (Tue) 
- 18 May 2021 - 19:30 (Tue)
- 19 May 2021 - 14:00 (Wed)
- 19 May 2021 - 19:30 (Wed)
- 20 May 2021 - 14:00 (Thu)
- 20 May 2021 - 19:30 (Thu)
- 21 May 2021 - 19:30 (Fri)
- 22 May 2021 - 14:30 (Sat)
- 22 May 2021 - 19:30 (Sat)

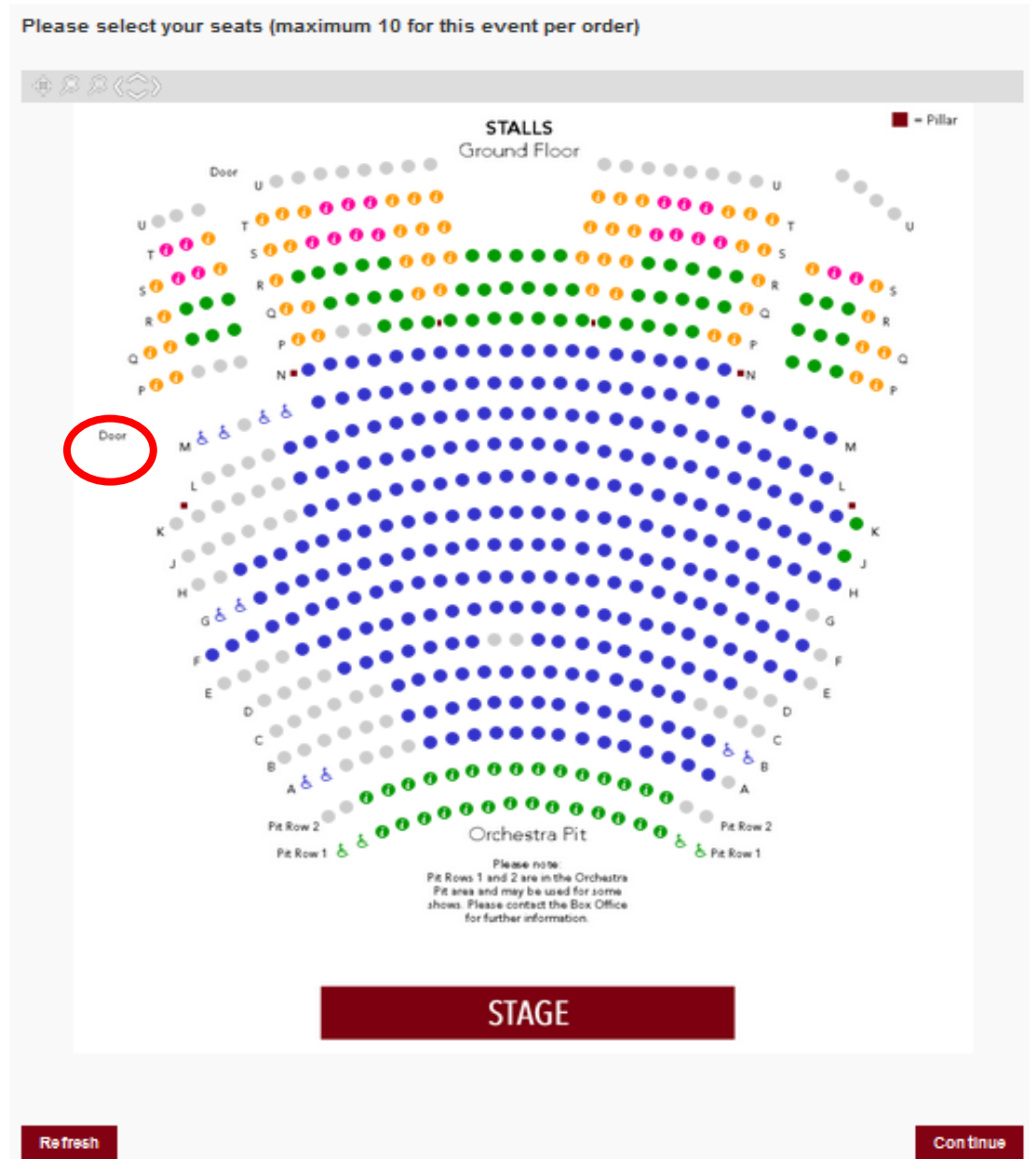
Office on 028 9024 1919 to be placed on a waiting list. Lines are open Monday to Saturday 10am -

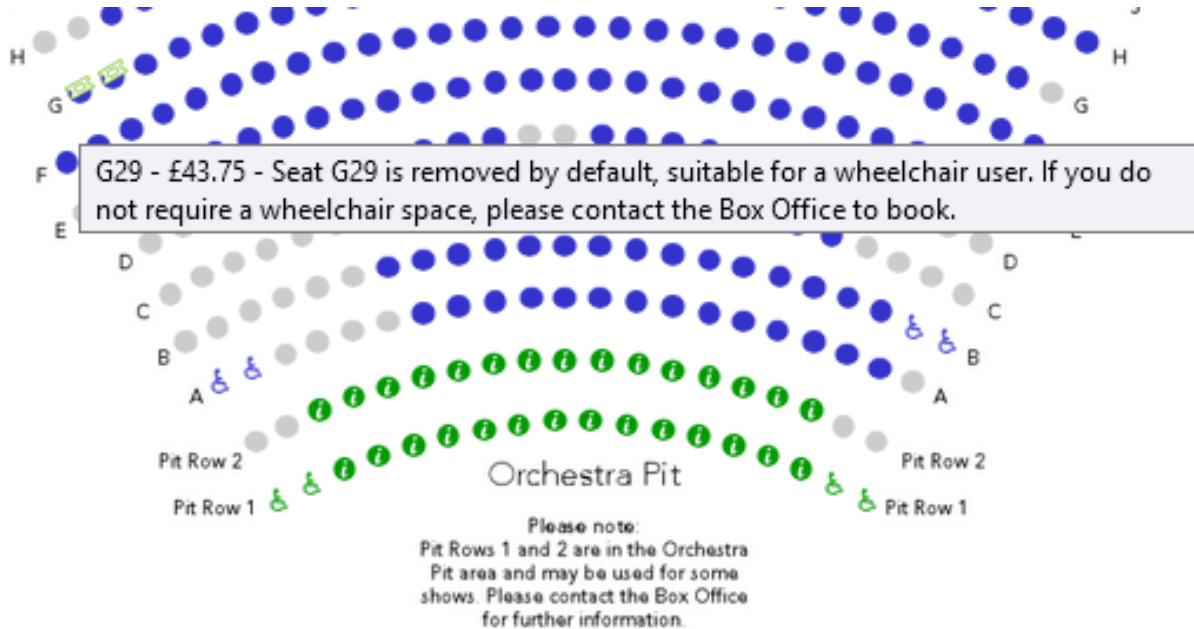
ption you may be eligible for discounts. Log in and these will be applied to your order automatically.

STEP 3. The next screen displays the different floors in our auditorium. As long as you are registered with the Access for All Scheme and logged in to your account, wheelchair positions can be viewed on two of these floors – Stalls and Upper Circle. Select your preferred floor.

Our most commonly purchased wheelchair positions are on the ground floor - *Stalls*. All wheelchair users are directed to enter this floor of the auditorium via Door B (circled right).

Fixed seats are denoted by a brightly coloured circle. Wheelchair positions are denoted by a small 'wheelchair' symbol. Clicking on or hovering over any of these symbols will bring up a dialogue box with useful information on that area of the auditorium.





Wheelchair positions are locked in pairs to ensure that an accompanying carer can sit alongside a wheelchair user.

STEP 4. Clicking on the wheelchair positions you wish to book will display a small green ticket on the selected seats. You can click on this again to de-select, or click **CONTINUE** to purchase selected seats.

Please select the type of tickets you would like.

| AREA | SEAT | TYPE | DELETE | INFORMATION |
|--------------|------|--|--------------------------|--|
| Upper Circle | F11 | Full Price - £48.00 (inc. £1.25 cmsn) | <input type="checkbox"/> | Seat F11 is removed by default, suitable for a wheelchair user. If you do not require a wheelchair space, please contact the Box Office to book. Partial restricted view (approx. one-tenth of stage area lost) due to vertical pillar in front. Seats sold pre-restoration may be re-allocated. |
| Upper Circle | F12 | Full Price - £48.00 (inc. £1.25 cmsn) Full Price - £48.00 (inc. £1.25 cmsn) Carer (Access for All Members - Online Only) - £48.00 (inc. £1.25 cmsn) | <input type="checkbox"/> | Seat F12 is suitable for a carer accompanying a wheelchair using F11. Carer tickets are processed automatically online for eligible customers, please select 'Carer' ticket type if you hold a valid membership. Partial restricted view (approx. one-tenth of stage area lost) due to vertical pillar in front. Seats sold pre-restoration may be re-allocated. |

STEP 5. This will bring you to a screen to choose and confirm any applicable discounts.

If you hold a valid Access for All membership – please select a Carer using the drop-down list (Left). If you do

not hold an Access for All membership, you can still choose between Full Price and any available concession prices here. Click **CONTINUE**.

STEP 6. This takes you to the **Basket** summary page, selected concessions and applied discounts will show here. Below, the Carer ticket has been discounted to £0.00, the full price ticket is being charged. From here, you can click on **CONTINUE BROWSING** to re-visit the **WHAT'S ON** page, or click **CHECKOUT** to continue to the payment screen.

Basket

Add more tickets and take advantage of one of these available offers:
[Group Discount 8+](#)
Your tickets have been discounted as part of the offer [Complimentary Carer: AfA Members Booking Online](#)

Enter a promotion code here if you have one

Apply Code

| ITEM | QTY | SAVING | TOTAL |
|---|------------------------------|----------------------|------------------------|
| The Commitments <small>14:30 Thursday 28 April 2022 1 Carer (Access for All Members - Online Only), 1 Full Price</small> | 2 | £42.50 | £42.50 |
| | VIEW DETAILS | Edit | Delete |
| | TOTAL | £42.50 | £42.50 |

CONTINUE BROWSING **CHECKOUT**

box office powered by **SPEKTRIX**

Ticket Delivery
[Edit](#)
Receive my tickets by post - (no charge)

Ticket Delivery Address
21 Moorgate Street Belfast County Antrim BT5 5BZ United Kingdom

2. Donations
[Edit](#)
I do not want to donate

3. Order Summary
[Edit](#)
Tickets
The Commitments, 28 April 2022, 14:30
[x] Full Price - £42.50
[x] Carer (Access for All Members - Online Only) - £0.00
[Edit basket](#)

Summary
Tickets Total £42.50
Total £42.50

4. Billing Details
[Edit](#)
Payment method
Store my card for future purchases (card details will be taken at the final stage of the checkout) - Yes

Billing Address
21 Moorgate Street Belfast County Antrim BT5 5BZ United Kingdom

5. Payment

Card Type: (required)

Card Number: (required)

Expiry Date: (mm/yy) (required)

Start Date: (mm/yy) UK Maestro and Solo only

STEP 7. The final step in the booking process is the **Order Summary** screen. From here you can add a donation to the help support the Theatre.

The order summary will list the number of tickets and total due, as well as the selected production, date and time. Once you have checked the listed information - you can pay using any Visa/ Master or Switch account, Account credit or Gift Voucher.

You will receive an email to confirm your order has been processed and is complete.

Your tickets will be delivered to you automatically by email, shortly after your order is confirmed.