

Hello. Welcome to The Old Market!

This is what the venue looks like from the outside.



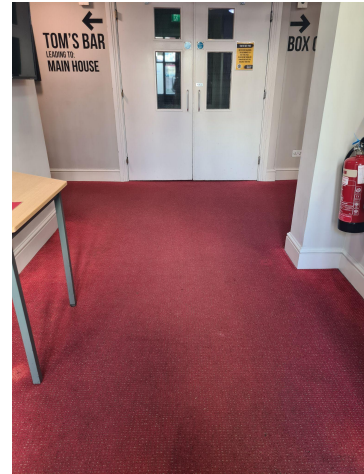
The venue is in a residential area, but Blue Badge holders can park on double yellow lines.

The entrance to the venue is at the front of the building through the red door/ main door, and has step-free access. It may take a little while to get everyone into the venue, especially at busy times.



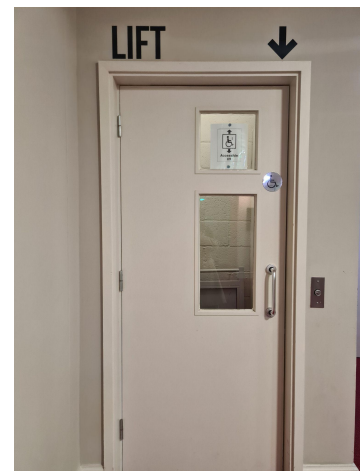
A staff member will be there to greet you. Please have your ticket ready to be scanned on entry. We will scan the QR code and the scanner will make a 'beep' sound. There may be additional searches taking place at some of our events, too.

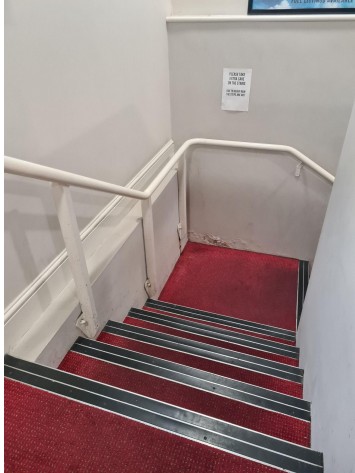
You are now in the foyer. The foyer space may get busy and crowded. Please ask a member of staff if you require any assistance. There is an accessible entrance into the auditorium through the foyer link door.



To your right, you will see the box office. They can also help you if you require any assistance. If you need a Radar Key, you can collect it from here.

To the left of the box office, you will find the lift. All toilet facilities are downstairs. The lift is 31” wide and 43” deep.





Alternatively, you will find the stairs next to the box office (there are two short flights of stairs). Once downstairs, just go through the double doors to get to the toilets. Please let a member of staff know if you require any assistance.



The accessible toilet is to the left of the double doors.



If you turn left in the foyer, this will take you to the bar.





The bar is a nice, cozy space, but it may get a little noisy when busy. If you feel nervous at any point, or anxious about queuing at the bar, we can assist you. There isn't a low counter at the bar, but a member of staff will be happy to come out and take your order.

To the left of the bar is the Waterloo Room. At many of our events, we use this room as a safe space/ breakout room (at certain events, an alternative room may be used). You are welcome to come and sit in this space before the show starts, and in the interval. Please ask a member of staff if you require any assistance.



Once we get clearance, the door to the auditorium will open. When you are ready to take your seats, you will be greeted by a member of staff who will admit you. You may be asked to show your ticket again.

There is step-free access into the auditorium. For seated events, the tiered seating has steps, and is not wheelchair-accessible. We have designated wheelchair spaces in the flat floor area. For standing events, we can accommodate wheelchair spaces or a seat for the duration of the performance. Please speak to our box office so they can help book seats to suit your needs.



Now you can sit back, relax, and enjoy the performance. If there are any special effects such as strobe, lasers, haze and pyro, signage will be up around the venue to let you know. The house lights will be on before the show, and when the performance starts, it will get very dark.

After the show, you can exit the auditorium by following the same route you came in.

Team TOM is here to offer you the best experience during your visit. Please come and say hello, and let us know if we can be of any assistance.

Have a great time at The Old Market!