Information on general accessibility and assisted performances
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Photographs: Pete Le May, Simon Kane, Hannah Yates.

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Welcome to Shakespeare’s Globe.

The team here is passionate about welcoming all our visitors to our unique venue. We are continually updating and improving our facilities to make everyone’s day out enjoyable, whether you are a visitor to the Exhibition and Tour, Globe Education, either of our theatres, or indeed all of the above.

Inside this guide you will find all the information that you will need to plan your visit. Our staff and volunteers are on hand at all times around our sites. Please speak to any of them if you have any concerns or needs while you are here. They will do what they can to help.

However, if you feel that it would be useful to contact us in advance to discuss specific access requirements, please do so. Contact details can be found at the back of this booklet.

I hope you enjoy your visit.

Sandra Lynes
Head of Visitor Experience, Shakespeare’s Globe
Refer to page 32 for a more detailed map of the streets near the Globe.

Bankside at the end of New Globe Walk. There are five steps or a shallow ramp between Bankside and street level.
GETTING TO SHAKESPEARE’S GLOBE

**Arriving on foot**

From the east: a wide, even footpath, with ramp, runs for approximately 150 metres from Southwark Bridge to the Globe.

From the west: a wide, even footpath that narrows near the Millennium Bridge (which is also ramped) runs for approximately 200 metres. A ramp descends from the riverside footpath to the Globe.

**Closest Underground stations**

The closest London Underground stations to the Globe are:

- Mansion House (District & Circle lines): 600 metres.
- Cannon Street (District & Circle lines): 700 metres.
  
  Please note: Cannon Street is closed from 9.30pm on weekdays, 7.20pm on Saturdays, and all day on Sundays.
- London Bridge (Northern & Jubilee lines): 800 metres.
- Southwark (Jubilee line): 900 metres.
- St Paul’s (Central line), via Millennium Bridge: 1000 metres.
- Bank (Central line), via Southwark Bridge: 850 metres.
- Blackfriars (District & Circle lines), via Millennium Bridge or Blackfriars Bridge: 800 metres.

Bankside, near the Exhibition entrance. There is a wide, shallow ramp between Bankside and street level.
| Closest train stations | The closest National Rail stations to the Globe are:  
|                        | • Blackfriars (exit towards Bankside), Cannon Street, London Bridge, Waterloo. |
| Arriving by bus        | Local bus routes include:  
|                        | • 45, 63, 100 to Blackfriars Bridge.  
|                        | • 15, 17 to Cannon Street.  
|                        | • 11, 15, 17, 23, 26, 76 to Mansion House.  
|                        | • 381, RV1 to Southwark Street.  
|                        | • 344 to Southwark Bridge Road. |
| Arriving by boat       | There are regular boat services to Bankside Pier, which is located directly in front of the Globe’s riverside site. |
| Arriving by car        | Where possible visitors are advised to arrive by public transport or by taxi. There is an NCP car park to the north of Southwark Bridge (London Vintry Thames Exchange, EC4R 3TB, open 24 hours, with two disabled bays). There is an NCP car park to the south of London Bridge station (London Bridge, SE1 3RU, open 24 hours, with four disabled bays). The National Theatre operates a car park (SE1 9PX, open to 1am).  
|                        | Parking around Shakespeare’s Globe itself is limited, but is possible on New Globe Walk on display of a blue badge. Shakespeare’s Globe has two bookable disabled parking spaces, shown on the map on page 34. Please book via the Access Information line. Spaces are allocated on a first come, first served basis. For afternoon performances, the spaces must be vacated by 6.00pm (5.00pm on Sundays). |
During the daytime, London black cabs may be found on New Globe Walk and at the taxi rank to the west of Tate Modern, about 300 metres from the Globe. A telephone call to a local mini-cab service may be made at the Welcome Desk in the Globe’s Main Foyer.

There is a setting down point on Southwark Bridge Road, with up to 37 uneven steps leading down to the riverside footpath. We suggest that wheelchair users take Sumner Street and turn right into Emerson Street, which leads into New Globe Walk. Refer to the map on page 32.

Transport for London’s Access and Mobility helpline: telephone 0343 222 1234, textphone 020 7918 3015, email travinfo@tfl.gov.uk

Call the Globe Access Information Line on 020 7902 1409 (Monday to Friday, 10.00am – 5.00pm), or the Box Office on 020 7401 9919 (Monday – Saturday, 10.00am – 6.00pm, Sunday, 10.00am – 5.00pm).
**Booking and Collecting Tickets**

**Booking your theatre tickets**
Tickets are booked through the Box Office on 020 7401 9919. When booking please inform us of any access requirements. Lines are open Monday – Saturday, 10.00am – 6.00pm, Sunday, 10.00am – 5.00pm. Alternatively tickets can be booked online at shakespearesglobe.com/theatre/box-office

**Arriving at the theatre**
Entry to the main foyer is through glass doors. There are three pairs of doors, and a wheelchair-accessible power-assisted door is located in the central pair. It opens outwards. Outside, the power button is 90cm high, on a post positioned 140cm away from the door. Inside, the power button is immediately to the left of the door, 100cm high. Upon entering the main foyer, the Welcome Desk is the nearest desk on the right.

**Collecting your tickets**
All tickets for Globe Theatre and Globe Education events can be collected from the Box Office desks, adjacent to the Welcome Desk on the right of the foyer. The sides of the Welcome Desk and Box Office desks are 77cm high.
GLOBE THEATRE: ATTENDING A PERFORMANCE

Getting to the Globe Theatre
A lift located to the right of the Welcome Desk holds six people or one person in a wheelchair and attendant. The opening is 81cm wide. It gives access to: the piazza level (marked P); Swan Bar (P); Restaurant (1); and hospitality areas, such as the Upper Foyer (1) and Balcony Room (2). The Globe Theatre is on the piazza level.

Stairs to the Globe Theatre are directly ahead. There are 15 steps up to the piazza level. There is a handrail on both sides. Glass doors open onto the piazza which surrounds the Globe Theatre.

Entering the Globe Theatre
On the piazza level of the main foyer, there are two accessible toilets in a corridor along the south side of the Globe Theatre: one immediately after the shop, and another about 10 metres away, at the end of the corridor, beyond the gentlemen’s toilets.

There is one accessible toilet on the west side of the piazza next to the First Aid room. Please refer to the plan of the piazza level on page 33.

The Globe Theatre is entered and exited through large, heavy wooden doors, staffed at all times. There is provision for one wheelchair user in the yard, and three (with one companion each) in ‘Gentleman’s Box P’. The Gentleman’s Box is accessible by lift, and patrons are accompanied by the Duty House Manager.
The yard accommodates up to 700 people standing. The stage is 152cm above ground level so sight lines can be limited. One wheelchair ramp that slightly elevates users is available: please advise the Box Office when booking. There are 28 steps to the Middle Gallery and 50 steps to the Upper Gallery.

Staff are on hand to help patrons transit to and from their seats and can provide a wheelchair for the purpose of escorting people. The wheelchair cannot be used for the entirety of the performance.

**First Aid room**

There is a First Aid room on the piazza level. If you expect to need access to the first aid room on your visit, please inform the Duty House Manager on arrival.

**Hearing induction loop**

A hearing induction loop is available at all performances; please switch hearing aids to the ‘T’ or 3 position. We do not provide hearing aids. Please note that the Globe Theatre is an open-air building and the loop will amplify all sounds. The hearing loop works best when seated in the Lower Gallery. Please inform Box Office when booking and they can advise further. If a hearing aid proves incompatible with our system please inform the Duty House Manager. We have a small number of hearing induction loop enhancers which patrons may find helpful.

**Audio-described performances**

Audio-described performances are provided by VocalEyes. For the dates and times of these performances, please telephone the Access Information Line on 020 7902 1409 or email access@shakespearesglobe.com
Each year there are several British Sign Language interpreted performances by THEATRESIGN. The interpreter usually stands stage-right. Patrons can enjoy a good view from the yard, and from bays L and N in the Lower Gallery. For the dates and times of these performances, please telephone the Access Information Line.
access@shakespearesglobe.com

Captioned performances are provided by STAGETEXT. For the dates and times of these performances, please telephone the Access Information Line.
access@shakespearesglobe.com

Enabling dogs are welcome at Globe Theatre performances, subject to where the owner is sitting. Please advise the Box Office if you intend to bring a dog.

During performances dogs can be looked after by staff, but you must inform the Box Office when booking if this will be necessary. Please contact the Duty House Manager upon arrival. Note that performances can involve loud noises.

Patrons with access requirements are eligible for discounts, but are required to join our free Access Scheme, which has been designed to help us to better understand your needs. Concessions are not available online. Please call the Access Information Line on 020 7902 1409 or email access@shakespearesglobe.com for more details.
GLOBE THEATRE SEATING PLAN: LOWER GALLERY & YARD

Usual position of sign-language interpreter

Yard (standing only)
Photographs showing the views from the Yard (near Bay L) and Lower Gallery Bay E, indicated on the seating plan.
GLOBE THEATRE SEATING PLAN: MIDDLE GALLERY
Photographs showing the views from Gentleman’s Box P and Middle Gallery Bay L, indicated on the seating plan.
GLOBE THEATRE SEATING PLAN: UPPER GALLERY

North Tower Stairs

East Tower Stairs

(Stage below)
Photographs showing the views from Upper Gallery Bay Q and Bay D, indicated on the seating plan.
The Sam Wanamaker Playhouse is accessible via the Main Foyer (ground level and piazza level) and the Upper Foyer. A lift, located to the right of the Welcome Desk, holds six people or one person in a wheelchair and attendant. The opening is 81cm wide. It gives access to: the piazza level (marked P); Swan Bar (P); Restaurant (1) and hospitality areas, such as the Upper Foyer (1) and the Balcony Room (2).

On the piazza level of the main foyer, there are two accessible toilets in a corridor along the south side of the Globe Theatre: one immediately after the shop, and another about 10 metres away, at the end of the corridor, beyond the gentlemen’s toilets. There is one accessible toilet by the Bullring: please refer to the plan of the level below ground on page 35.

Staff can provide a wheelchair to help patrons transit to and from their seats. The wheelchair cannot be used for the entirety of the performance. There are no handrails, and we only recommend a transfer into aisle seats on the back row of the Lower Gallery.
The Sam Wanamaker Playhouse is entered and exited through heavy red doors which are staffed at all times. There is provision for two wheelchair users in the Lower Gallery Lords’ Box A, with their carers seated in the row in front. Patrons are accompanied to and from the spaces by the Duty House Manager via a door at piazza level, near the Globe Shop.

A hearing induction loop is available at all performances; please switch hearing aids to the ‘T’ or 3 position. We do not provide hearing aids. Please inform Box Office when booking and they can advise further. If a hearing aid proves incompatible with our system please inform the Duty House Manager. We have a small number of hearing induction loop enhancers which patrons may find helpful.

Audio-described performances are provided by VocalEyes. For the dates and times of these performances, please telephone the Access Information Line on 020 7902 1409 or email access@shakespearesglobe.com.
Captioned performances

Captioned performances are provided by STAGETEXT. For the dates and times of these performances, please telephone the Access Information Line on 020 7902 1409.

access@shakespearesglobe.com

Enabling dogs

We advise that hearing and guide dogs are not taken into the Playhouse except during Touch Tours for Audio-described performances, due to limited space. Please advise the Box Office if you intend to bring a dog. During performances dogs can be looked after by staff, but you must inform the Box Office when booking if this will be necessary. Please contact the Duty House Manager upon arrival. Note that performances can involve loud noises.

Ticketing policy

Patrons with access requirements are eligible for discounts, but are required to join our free Access Scheme, which has been designed to help us to better understand your needs. Concessions are not available online. Please call the Access Information Line on 020 7902 1409 or email access@shakespearesglobe.com for more details.

Two positions for wheelchair users in Lower Gallery Lords’ Box A, and a view of the stage from them.
Photographs showing views in the Sam Wanamaker Playhouse from the Upper Gallery, seat A9, and the Lower Gallery, seat A9. These positions are indicated in the seating plans, on the following pages. Please note that the number and positions of candles may vary between productions and may change during a production.
SAM WANAMAKER PLAYHOUSE
SEATING PLAN: PIT

Stage

4 steps up from ground level to row D

Emergency Exit Only

Cloakroom

Entry route from Ground Level

NORTH
Stage 23

Entry route from Piazza Level

Wheelchair positions

Recommended positions for assisted transfers (refer to page 18)
Sam Wanamaker Playhouse
Seating Plan: Upper Gallery

Entry route from Upper Foyer
The entrance to the Exhibition is on Bankside: please refer to the plan on page 34. There is a ramp down from the Bankside footpath and visitors must then cross a road before reaching the ramped slope to the glass double-doors of the entrance.

In the reception area and inside the Exhibition on the left-hand side, there are five steps leading from the entrance and a further two steps to the admissions desk. On the right, there is a curved ramp leading to the admissions desk. The desk is 75cm high. There are steps and a small ramp from the ticket desk to the mezzanine level.

The Exhibition is situated on two levels. The route starts clockwise on the mezzanine level, along a wide, level corridor and descends to the lower level via a large, curved, 17-stepped, staircase or by wheelchair-accessible lift from the mezzanine level to the lower level. The lower level is a large open-plan room with a series of smaller open-plan rooms on one side. Please refer to the plans on pages 34 and 35.
Wheelchair access

All display cases and interactive screens are placed at a low level. There are wheelchair accessible toilets on both levels.

Exhibition panels, touchscreens and videos

Full commentaries are displayed on panels and interactive touchscreens throughout the Exhibition. There is a series of recorded video commentaries in the Exhibition; each has a hearing aid induction loop; please switch hearing aids to the ‘T’ or 3 position.

Hearing dogs are welcome. Please see information in this leaflet under ‘Enabling Dogs’, page 11.

Audioguide headphones and printed transcripts

A hand-held audioguide is provided for visitors to use in the Exhibition. Tracks and volume controls are operated using buttons on the handset. Headphones are available to use with the handsets on request. An induction loop unit is available to borrow to use in combination with the handset on request. A printed transcript of the audioguide tracks and the video commentary screens is available on request.
Braille panels

Braille panels summarising each section of the Exhibition display are placed on the walls at intervals.

Globe Theatre tour

The assembly point for the guided tour of the Globe Theatre is a large tree at the bottom of the staircase where you will be met by your guide.

Access to the Globe Theatre as part of the guided tour is provided by a second lift which goes from the Exhibition’s lower level (B1) up to the piazza (G), or by a series of staircases, totalling 47 steps from the tour assembly point. Staff in the Exhibition can provide assistance.

Booking for group visits

To guarantee entry, all groups of 15 or more are required to book in advance. Please contact the Exhibition on 020 7902 1500 (Monday to Friday, 10.00am – 5.00pm), and you are welcome to discuss your access requirements further.

exhibition@shakespearesglobe.com
Globe Education Online offers a range of information and resources for anyone who wishes to discover more about Shakespeare’s theatre, plays and contemporaries.

Audio interviews and high-quality images are available for those not able to visit in person.

Visit shakespearesglobe.com/education

To make a booking for a Globe Education Lively Action programme (for student groups) submit a booking form online at shakespearesglobe.com/education/learning. Please note: bookings cannot be taken over the phone.

All programmes, from Key Stage 2, up to Post-Graduate level, can be tailor-made for groups with special educational needs in consultation with the group leader.

A Key Stage 2 ‘Lively Action’ workshop.

Students taking part in ‘Our Theatre’.
Public events

Globe Education’s public lectures and seminars take place in the Nancy W Knowles lecture theatre which is accessible by lift and contains a loop system. Please advise the Box Office at time of booking.

Access information

Globe Education offers accessible workshop spaces and lecture rooms. Please discuss individual needs with regard to deafness, hearing impairment, blindness, visual impairment and ambulant disability at the time of booking.

The number of any wheelchair users must be specified at the time of booking. At present, Globe Education does not provide sign language interpreted workshops.

Contacting Globe Education

For information about Globe Education Events please telephone 020 7902 1430. For general enquiries, telephone 020 7902 1437, fax 020 7902 1401, or email edevents@shakespearesglobe.com.
GLOBE SHOP

Getting to the shop
The Globe Shop is located on the piazza level of the main foyer. It is accessed via the stairs in the main foyer or via the foyer lift. The guided tours of the Globe Theatre finish by the shop. It is on one level, with a wide entrance without a door.

In the shop
The shop is well lit. The shop staff can help if assistance is needed reaching items on high shelves. The shop counter is 90cm high.

Opening hours
The shop is open daily. Its core opening hours are 10.00am – 6.00pm, and often remains open later for evening performances in the Globe Theatre and the Sam Wanamaker Playhouse.

Purchasing online
Shop merchandise is also available to purchase online at shakespearesglobe.com/shop

Entrance to the Globe Shop.

The cashiers’ counter in the Globe Shop.
Eating & Drinking at the Globe

For your pre- and post-theatre food and drink you can visit the Swan Bar, Restaurant, and Foyer Café Bar. Private events are held in the Balcony Room and Upper Foyer. For enquiries and reservations please call 020 7928 9444.

Access via the main foyer lift

All eating and drinking venues are accessible via the lift in the main foyer:
Foyer Café Bar (at Ground level), Swan Bar (lift button P), Restaurant and Upper Foyer (1), and Balcony Room (2).

Wheelchair accessible toilets

On the piazza level of the main foyer, there are two accessible toilets in a corridor along the south side of the Globe Theatre: one immediately after the shop, and another about 10 metres away, at the end of the corridor, beyond the gentlemen’s toilets.

Theo’s Café

A café with an accessible toilet is also available at the Globe Education Sackler Studios, at ground level.

Swan Bar entrance on Bankside.  The Foyer Café Bar at ground level.
2 disabled parking spaces (see page 6)

Gates to parking spaces. (Press button on wall to call Stage Door for access)

Stage Door Reception

Building Today’s Globe

Oak Tree

Stairs up to Swan Bar (12 steps)

Welcome Desk & Box Office

Foyer Café Bar

Introduction: Shakespeare in Context

Bankside in Shakespeare’s Time

Exhibition & Tours Entrance

Lift

Ramp

Admissions Desk

Swan Bar Entrance

Stairs up to Swan Bar (12 steps)

Stairs down (30 steps)

Stairs down to lower level (16 steps)

Bankside Gates Entrance (9 steps up to piazza level)

Bankside in Shakespeare’s Time

Theatre in Shakespeare’s Time: The Tiring Room, Clothes & Costume, Music

EXHIBITION

Ramp

Lift

Welcome Desk & Box Office

Foyer Café Bar

Main Entrance (Wheelchair-accessible button-operated door)

Cloakroom

NEW GLOBE WALK

RIVER THAMES

BANKSIDE

5AM WANAMAKER PLAYHOUSE

Pit seating

NEW GLOBE WALK

BANKSIDE

RIVER THAMES

NORTH

Plan of the Globe Centre: Ground Level
PLAN OF THE SACKLER STUDIOS: THIRD FLOOR & SECOND FLOOR

- Sam and Charlotte Wanamaker Studio
- Stairs to 2nd Floor (22 steps down, then 2 steps up)
- Lift
- Stairs to 3rd Floor (2 steps down, then 22 steps up)
- Guthrie Studio
- Music / Seminar Room
- Stairs down to 1st Floor (20 steps)
Plan of the Sackler Studios: First Floor & Ground Level

- Lift
- Stairs up to 2nd Floor (20 steps)
- Stairs down to ground level (18 steps)
- Wood Stevens Studio
- Poel Studio
- Ronnie Watkins Studio
- Theo’s Café
- Reception
- BEAR GARDENS
- PARK STREET
- ROSE ALLEY

Stairs up:
- 18 steps to 1st Floor
- 38 steps to 2nd Floor
- 58 steps to 3rd Floor

Entrance (Wheelchair-accessible button-operated door)
Who is it for?  The Access Scheme is for people with physical, sensory or cognitive disabilities. If you are in receipt of disability-related state benefits, as a member of our Access Scheme you may be entitled to a reduction on the cost of your ticket.

All access rate tickets are subject to availability and may be excluded for certain performances. When joining you will be asked to let us know about any access requirements, which makes it easier for us to provide you with a better service.

How do you join?  If you would like to join the Access Scheme, please complete and return the attached form and send it to:

Access Scheme
Box Office
Shakespeare’s Globe
21 New Globe Walk
Bankside
London SE1 9DT
ACCESS SCHEME
APPLICATION FORM

Please read and complete both sides of the form.

Your details

Name ..........................................................................................................................................

Address ......................................................................................................................................

.................................................................................................................. Postcode

Daytime telephone .....................................................................................................................

Evening telephone ....................................................................................................................

Mobile telephone .....................................................................................................................

Email ...........................................................................................................................................

Your seating requirements (tick your preferences)

☐ Wheelchair space in Globe Gentleman’s Box / SWP Lords’ Box
☐ Accessible seat for wheelchair transfer
☐ Adjacent seat for assisting companion
☐ Wheelchair ramp (Globe Theatre only)
☐ Seat with a back support
☐ Seat on an aisle: Left leg
☐ Seat on an aisle: Right leg
☐ Provision for guide/enabling dog
☐ Induction loop/enhancer
☐ BSL signed performances
☐ Captioned performances
☐ Audio-described performances
If you have more specific seating requirements, please tell us:

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**Ticket Prices**

If you are in receipt of disability-related state benefits you may be entitled to a reduction on the cost of your ticket.

Proof of concession eligibility is required to join the scheme. Please enclose a copy of proof that you are in receipt of disability-related state benefit.

For example, Disability Living Allowance (DLA), Tax Credit disability exemption form/card, Housing Benefit, council tax reduction due to disability, or a Certificate of Visual Impairment.

Patrons and essential companions are entitled to a discount on seats. This is only applicable to bookings made by telephone or in person.

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**Terms and conditions**

The Access Scheme is open to anyone who is restricted in their ability to access the services provided in Shakespeare’s Globe venues, as defined by the Disability Discrimination Act (1995 & 2005). Shakespeare’s Globe Box Office reserves the right to require proof of eligibility for the scheme.

Patrons who intentionally give false or misleading information will have their membership revoked. Shakespeare’s Globe retains the right to review, amend or withdraw the scheme at any time and, if appropriate, to require patrons to re-apply for membership after review.

Please sign and date your application to confirm that the information given is correct and to show that you have read the terms and conditions.

Signed

Date

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To book tickets, please call the Box Office on 020 7401 9919. Our Box Office staff will be happy to assist with your booking.

For audio-described performances please call the Access Information Line on 020 7902 1409. access@shakespearesglobe.com

When booking tickets please specify your access requirements, i.e. if you require a wheelchair space, a wheelchair ramp, an aisle seat, etc. It is not always possible to rectify a booking after the transaction is complete.

For further information about the Access Scheme, access facilities and assisted performances and events, please call 020 7902 1409. access@shakespearesglobe.com
We are continually updating and improving our facilities at Shakespeare’s Globe for people with disabilities.

We are currently carrying out a phased programme of improvements to meet the requirements of the Disability Discrimination Act.

We welcome your opinions. If you have any comments about facilities at Shakespeare’s Globe, or would like to receive this guide in another format (e.g. large print, audio) please ask the Duty House Manager for a feedback form, or call the Access Information Line on 020 7902 1409.

access@shakespearesglobe.com
Contact Us

Access Information
Telephone 020 7902 1409
Fax 020 7902 1401
(Monday – Friday, 10.00am – 5.00pm)
access@shakespearesglobe.com

Box Office
Telephone 020 7401 9919
Fax 020 7902 1475
(Monday – Saturday, 10.00am – 6.00pm,
Sunday, 10.00am – 5.00pm)

Exhibition & Tours
Telephone 020 7902 1500
Fax 020 7902 1515
(Monday – Friday, 10.00am – 5.00pm)
exhibition@shakespearesglobe.com

Education
Telephone 020 7902 1430
Fax 020 7902 1401
(Monday – Friday, 10.00am – 5.00pm)
edevents@shakespearesglobe.com

By post
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21 New Globe Walk
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