

STORYHOUSE



This is the space that can heal and hold you safe. Stranger, welcome home

insider story

Welcome to Storyhouse!

This pack will help you know a little bit more about us and what's going on in the building. Including how to get here and what to do once you arrive.

Storyhouse is in Chester City Centre, close to the Town Hall and Chester Cathedral. Our address is **Hunter Street, Chester, CH12AR**.

Storyhouse does not have a dedicated car park but the closest to the building is the Market carpark which has 8 disabled spaces – 200 metres from nearest exit. There is free on street parking /car park for blue badge holders on Hamilton Place and Goss Street (4 hours max) – c.300 metres away. You can also drop-off outside the building on Street – 20 metres away.

The whole building, including the library, theatre, cinema and Garret, is accessible via lift, with wheelchair access to all areas.

You can read more about getting to Storyhouse [here](#).

Types of assisted shows

We regularly have different types of accessible performances and screenings taking place. You find the listings for these on our website and they will be marked with the symbols below.



BSL (B)



AD (A)



CAP (C)



REL (R)

Access register

Here at Storyhouse we operate an access register where we will keep you updated about any accessible performances or screenings taking place. Anyone who requires a carer or essential companion to accompany them to events, can do so at no additional charge once registered.

To join the Access Register, you can complete the form found [here](#) or email ticketing@storyhouse.com

Access facilities

- A hearing loop or sound enhancement headset is available for performances and screenings in the building
- Accessible toilets are available on every floor, with a Changing Places toilet on the ground floor
- Assistance Dogs welcome throughout the building and to all events

Making a booking

There are a number of different ways that you can make a booking to a Storyhouse event.

Online www.storyhouse.com

Phone 01244 409 113 (option 1)

Email ticketing@storyhouse.com

In the building We have 4 kiosks located in the building

Storyhouse outside

This is what Storyhouse looks like from the outside. We can't wait to welcome you to the building!



The Kitchen

Our restaurant, **The Kitchen**, is open from 9am – 9pm and you can purchase, drinks, snacks and meals from here.

There are also lots of places to sit down, including comfy sofas, work benches and high tables.



Main entrance

This is our main entrance. There are automatic doors which you can use by pressing the button.

There are 2 steps outside the building and ramp access to the right of the main doors.



Staff / Volunteers

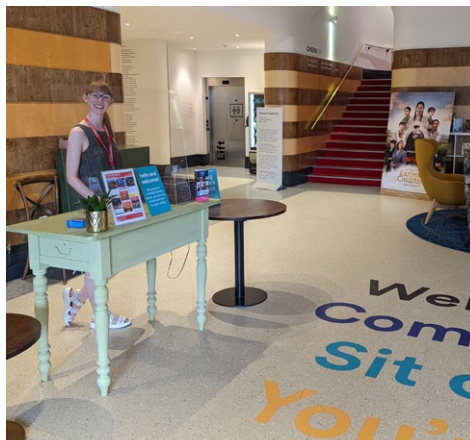
You will see lots of staff around the building when you visit.

Our staff members and volunteers will have red lanyards around their necks. They are always happy to help should you have any questions.



Main foyer

When you enter, you will be greeted by a member of the team. They may ask to check look inside your bag to make sure no one is bringing anything into the theatre that they shouldn't



The kiosks

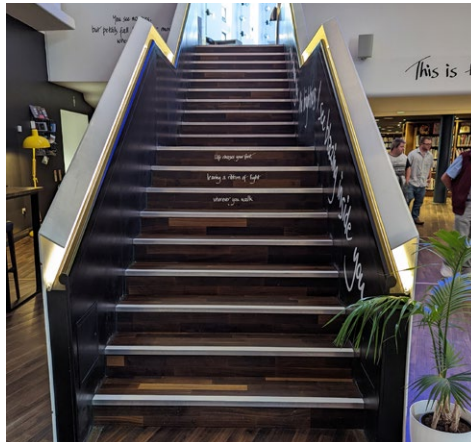
You can print your tickets off or purchase tickets at one of our kiosks.

We have three located outside the main theatre and one outside of the cinema.



Signage

There are lots of signs around the building to show you how to get to the different spaces.



Stairs / Lifts

We have performances and screenings that take place throughout the whole building.

You can find out where your events is taking place on your ticket.

You can access these spaces by going up the staircases to different levels or by using one of our lifts.



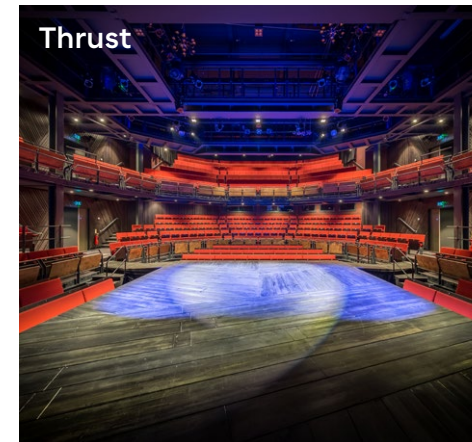
Outside the theatre

Before a show or screening is about to start, everyone will usually wait in the library and bar areas of the building.

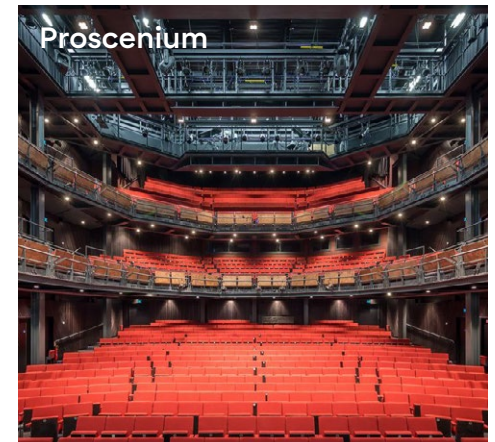
The doors for all events will open 30 minutes before the show start time. If you need to access the space earlier, please see a member of the team who will try to accommodate your request.



Thrust



Proscenium



Inside the theatre

The main theatre can be changed into two different layouts.

The thrust stage has up to 461 seats available for a show and the proscenium stage has up to 816.

Seats

Your ticket will tell you what seat number you have reserved.

You first need to find your row and then the matching seat number on your ticket.



Wheelchair spaces

In the Theatre, Cinema and Garret Theatre, we have wheelchair spaces available.

These spaces look like the below and are highlighted on our seating plans.



Cinema

Storyhouse has its own independent cinema on the second floor of the building.

We show lots of films here including new releases, international films, cult classics, family favourites and more.

You can see what's on [here](#).



Library

The library spreads through the building with family-friendly library activity happening across all Storyhouse's spaces.

Why not sign up for a library card [here](#).



Garret Theatre

The Garret Theatre is located on the fourth floor of the building.

This space is used by lots of local communities where they can come together and create.

Performance

Your ticket will tell you the time that your show or screening will begin. Depending on the show, there will be an announcement to let you know that you can take your seats. The lights on the audience will dim when the show or screening is about to begin.



Toilets

We have toilets located on every level of the building, including accessible ones.

There are also signs to show you where these are located.

After a Show

At the end of a theatre show, the audience will clap, feel free to join in and let the actors know that you enjoyed the show.

Everyone will then start to leave the theatre. Please take your time on your way out as these spaces can be very busy.

We hope you had a great time visiting us and we hope to see you again soon!

For more on access at Storyhouse, please visit us [here](#).