

# GRAND THEATRE

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## Spriet & Auburn Stage Venue Guide



Image Description: Outside view of the Grand Theatre

### **Welcome to the Grand Theatre!**

We are looking forward to having you join us at the theatre. In this guide is some helpful information that will tell you what to expect when arriving.

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# Planning Ahead


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When coming to see a theatre show, it is usually helpful to arrive **30 minutes** before your performance is supposed to start. This gives you lots of time to pick up your tickets (if you need to), find your seats, or go to the washroom.

**30 minutes** before the show begins, bells will chime and the lights will pulse in our lobby spaces. This is to let you know that you can go into the theatre to find your seats.

 [Click Here](#) for a video of what that looks like!

This chart outlines what time you should aim to arrive at the theatre, based on our typical performance times.



Arrive at the theatre	Performance Begins
12:30 p.m.	1:00 p.m.
1:30 p.m.	2:00 p.m.
7:00 p.m.	7:30 p.m.
7:30 p.m.	8:00 p.m.

You are welcome to come earlier than 30 minutes before the performance starts! Our doors always open **1 hour** before each show. The lobbies provide areas to sit or stand, and the concessions and bars are open to purchase drinks and snacks.

# Getting Here

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The Grand Theatre is located in central downtown London, Ontario, at:

**471 Richmond Street  
London, ON. N6A 3E4**

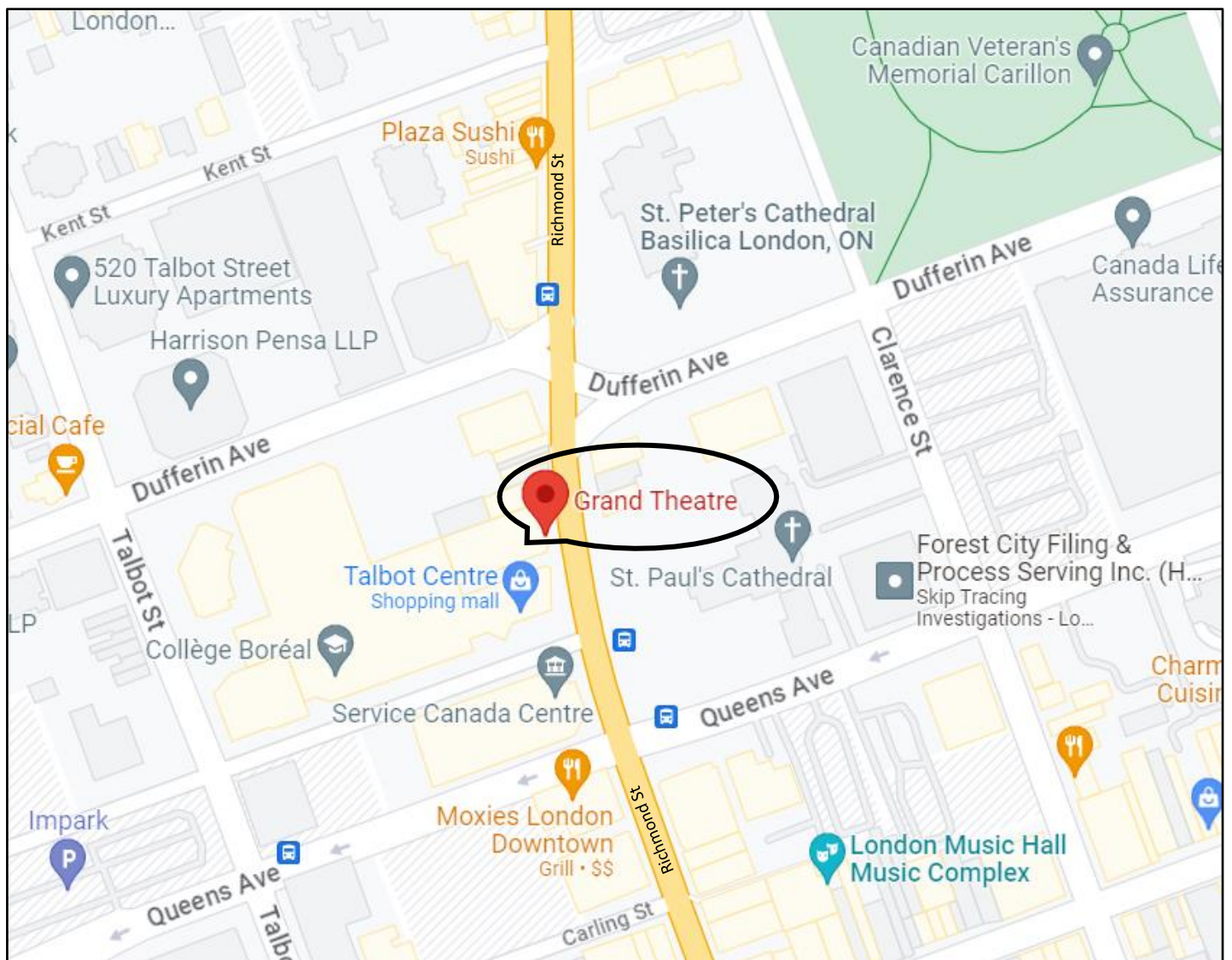


Image Description: Map of Downtown London, ON.



## **BUS**

The Grand is located directly North of the Dundas and Richmond intersection, accessible by most major bus routes in the city. Visit [London Transit](#) for more details.



## **VIA RAIL**

For Via Rail riders, walk West on York St to Richmond St, then head North to the Grand Theatre (under 10 minutes).



## **TAXI/UBER**

Taxis and Ubers can do pick-ups and drop-offs right in front of the main entrance on Richmond St., or along Dufferin Ave. Please let our staff or a volunteer know if you need assistance calling a taxi or Uber.



## **WHEELCHAIR ACCESSIBLE VEHICLES**

Accessible vehicle can do pickups and drop-offs right in front of the main entrance on Richmond St, or along Dufferin Ave.



## **WHEELCHAIR ACCESSIBLE PARKING**

There are accessible parking spaces located at the back of our theatre, located off of Dufferin Ave. This lot offers a \$15 flat fee for parking after 6 PM. A pre-pay kiosk has been installed to facilitate exiting the lot, however, exiting this lot has been an issue if you are in a hurry to leave.



## PARKING

There is limited street parking available around the theatre that is free after 6 PM.

For more information about the parking lot behind our theatre\*, and the two covered lots off Dufferin Avenue\* please look at the [Parking in the Neighbourhood](#) section on the **Getting Here** page on our website.

Other Parking Options Include:

Distance from Theatre (walking)	Parking Price before 6PM	Parking Price after 6PM	Location/Lot #
Behind the Theatre*	\$13.50	\$15	495 Richmond St. Parking
3 minutes*	\$12	\$12	142 Dufferin Avenue
3 minutes*	\$14	\$8/ \$14	131 Dufferin Avenue/ Lot #165
5 minutes	\$10	\$10	74 Fullarton Street
7 minutes	\$15	\$14	Covent Garden Market/Lot #31
7 minutes	\$20 / \$10	\$10 / \$5	200 Albert Street

For using lots that are connected with **HONK MOBILE**, you can use the promo code **CORE** to get discounted parking prices.

Parking Options that accept promo code **CORE**:

Distance from Theatre (walking)	Parking Price before 6PM using <b>CORE</b> promo	Parking Price after 6PM using <b>CORE</b> promo	Location/Lot #	Zone #
3 minutes	\$12	\$2	185 Queens Ave/Lot #5	2175
8 minutes	\$5	\$2	99 Dundas St, access off King St /Lot #8	2178
8 minutes	\$4 for 3 hrs.	\$0 (FREE)	421 Ridout St. N/ Lot#19	2186
13 minutes	\$5	\$2	331 Thames St/Lot #17	2185
13 minutes	\$5	\$2	331 Thames St/Lot #11	2180
13 minutes	\$2	\$0 (FREE)	299 King St./ Lot #15	2183
15 minutes	\$4	\$2	234 Piccadilly/Lot #3e	2172
15 minutes	\$4	\$2	210 Piccadilly/Lot #3w	2173

# Arriving

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When you arrive, you will enter through our front doors, which are on Richmond St. **Automatic door openers** are available at this entrance.

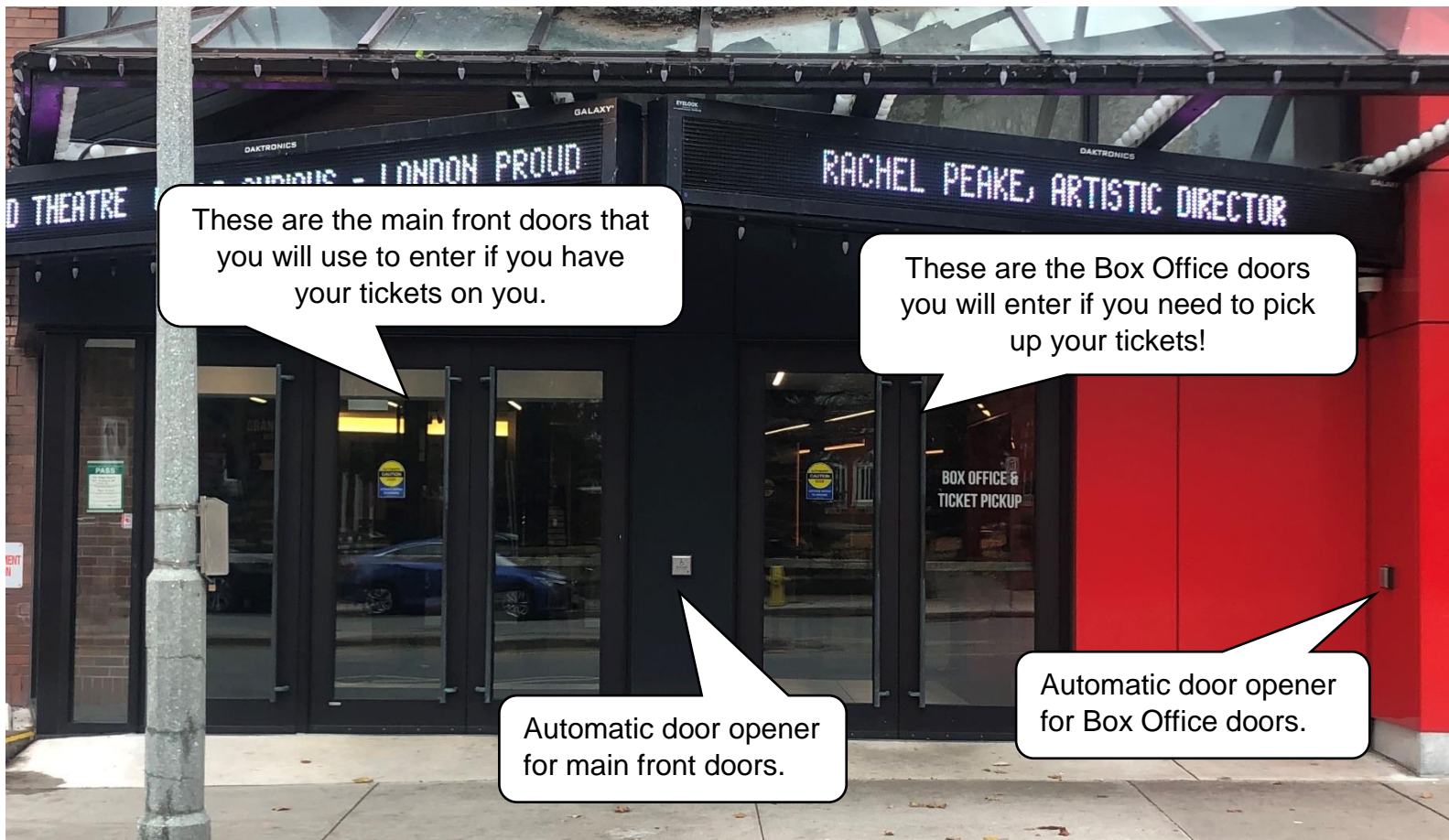


Image Description: Front doors of the Grand Theatre

# Tickets

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If you did not select for digital tickets, you will pick them up from our **Box Office**. You just have to give a Box Office staff person your name, and they will have your ticket(s) ready for you!

These are the Box Office doors that you will use to get your tickets!

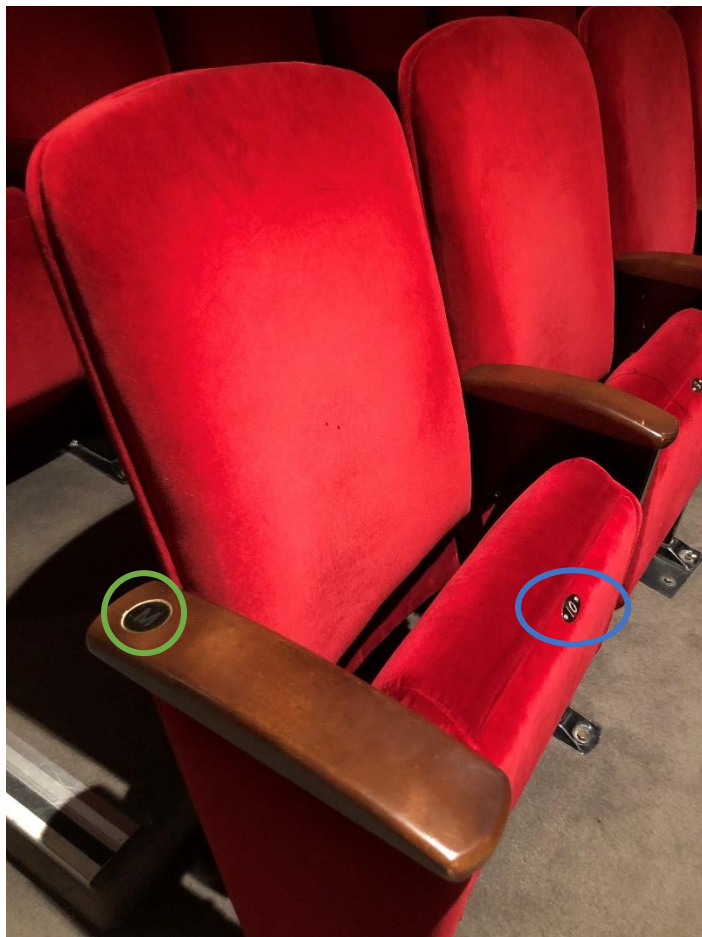


Our Box Office staff are behind these windows ready to help!





The ticket that you pick up from the Box Office will look like this...



## How do I read my ticket?



**SEAT:** This number indicates what seat you are in. It is located at the front edge on the bottom of the seat.



**ROW:** This number indicates what row you are in. It is located on the arm of the aisle seat.



**ORCH/BALC:** These words indicate if you are seated in the orchestra or balcony level.

If you selected Print@Home tickets, a PDF file will be emailed to you from the address:

[tickets@grandtheatre.com](mailto:tickets@grandtheatre.com)

**GRANDTHEATRE**

**THIS IS YOUR TICKET**  
Please present this page to a ticket taker for entry

2023-24 Season Sponsor BMO Financial Group  
**KIM'S CONVENIENCE**  
Title Sponsor BlueStone Properties

Sprint Stage

**Friday Evening      Oct      20**


**8:00 PM**

**SECTION: BALC      ROW: DD      SEAT: 8**

The Grand Theatre updates COVID-19 protocols regularly.  
For the most up to date information pertaining to this event, visit: [grandtheatre.com/covid-protocols](https://grandtheatre.com/covid-protocols)

PATRON: 352872      Dixon  
ORDER: 1184439  
TICKET PRICE: 0.00

**The Grand Theatre, 471 Richmond Street, London Ontario N6A 3E4**  
**Phone: 519.672.8800      grandtheatre.com**



Ticket price includes \$3 Capital Improvement Fund + HST (#11921 4278 RR0001)

Conditions of Sale: All sales are final. There will be no refunds or box office resales. Grand Theatre tickets can be exchanged for another performance of the same production, provided we receive them no later than 24 hours prior to the performance for which they were purchased. An exchange service fee plus any difference in ticket price will be applied.

In the best interests of all patrons: Latecomers and patrons leaving and returning to the theatre will be seated at a suitable break in the performance and seating location will be at the discretion of management. The use of cameras, phones, audio or video recorders is not permitted. Cell phones, PDAs, beepers and pagers must be turned off inside the auditorium. Management reserves the right to refuse admission or expel any patron whose conduct is deemed objectionable. Your use of this ticket constitutes acknowledgement of willingness to appear in photographs or video recordings taken in public areas of the building and releases the theatre, its lessees, and all others from liability resulting from the use of such photographs or video recordings.

Good Scents Policy: On behalf of those who have serious allergies, we respectfully ask that employees, guest artists and patrons refrain from wearing perfume, scented hairspray, cologne, scented deodorants, aftershave or other scented products in the theatre building.  
No food or drink, other than bottled water is permitted in the theatre. Program subject to change.  
No babes in arms.



When you open the PDF file, it will look like this!

\*For any tickets bought after February 2024, Print@Home will no longer be an option\*

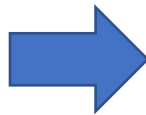
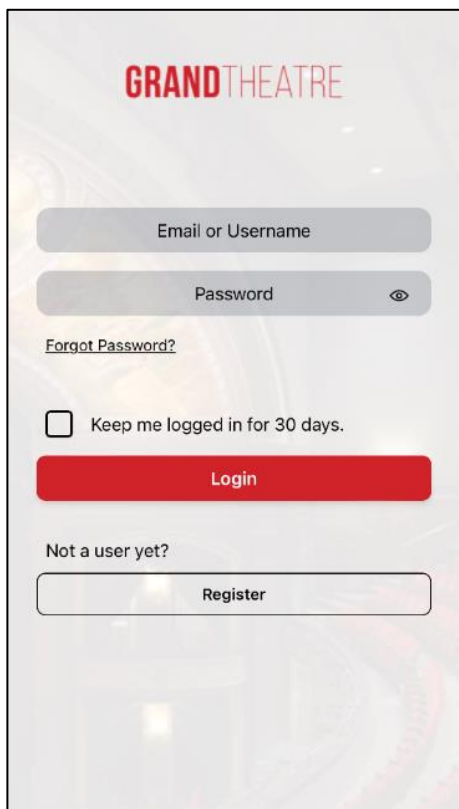
## \*NEW SINCE FEBRUARY 2024: **MOBILE TICKETING**\*

After purchasing your ticket, you will log into your Grand Theatre Mobile Wallet (using the **same username** and **password** that you use on Grandtheatre.com to purchase your tickets).

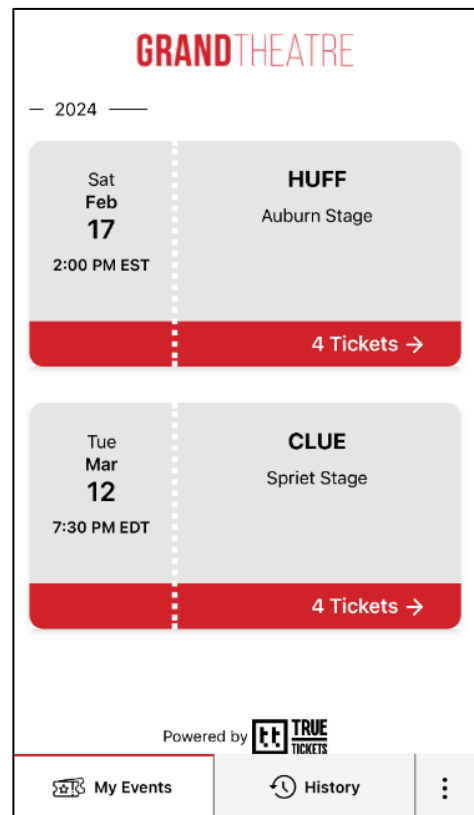
Grand Theatre Mobile Wallet: <https://login.my.grandtheatre.com/>

Once in your mobile wallet, view your tickets by selecting the appropriate event. QR Codes will display no later than 2 hours prior to your scheduled performance.

**Mobile Wallet: Log In Page**



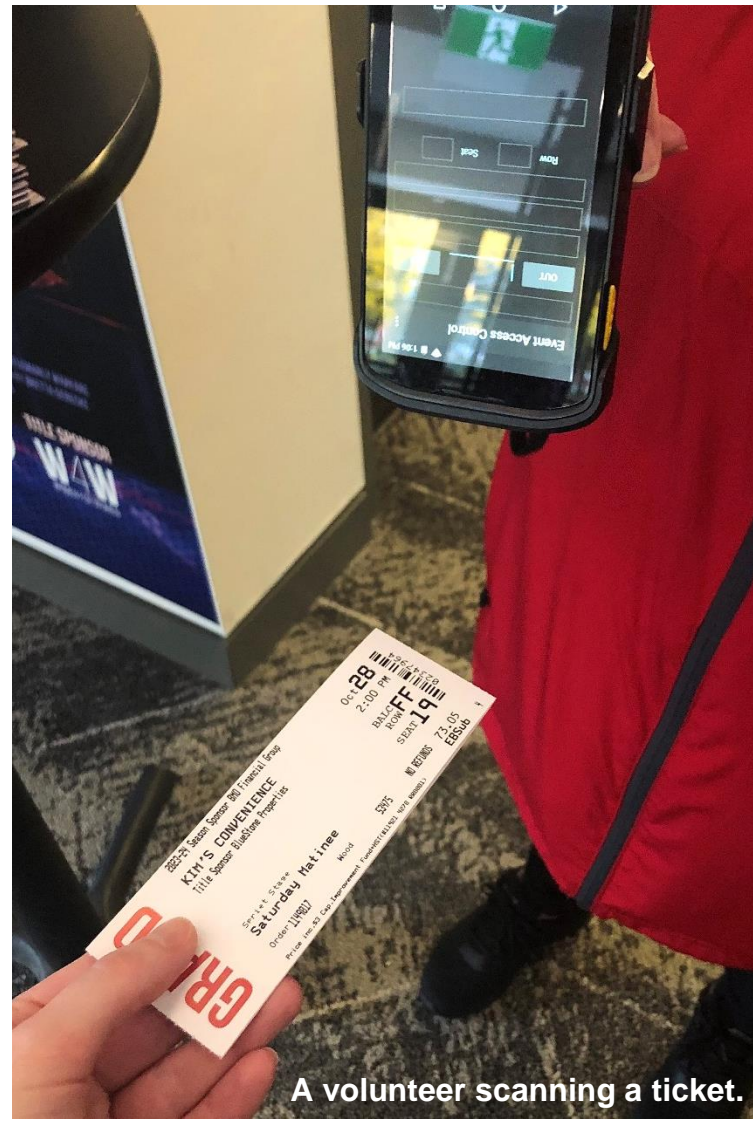
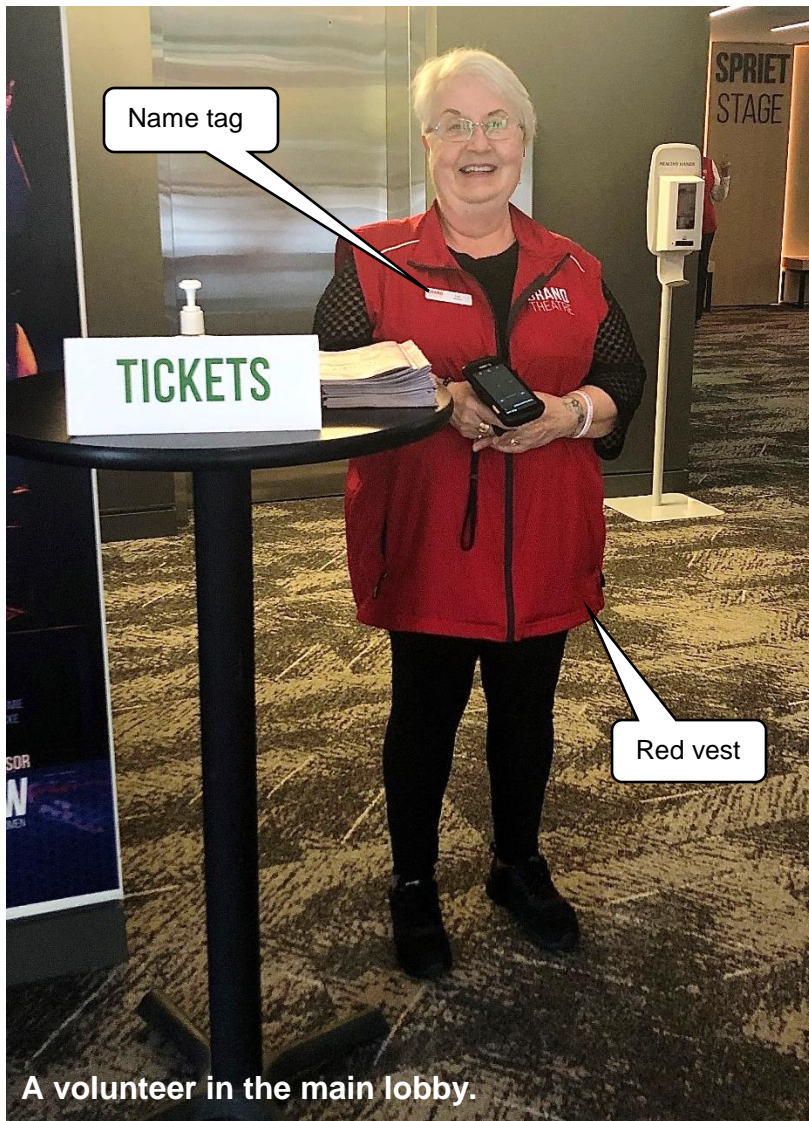
**Mobile Wallet: Tickets**



For more information about adding your ticket to **APPLE WALLET**, sharing your ticket **WITH A FRIEND**, or other questions please visit our FAQs page on our website: <https://www.grandtheatre.com/mobile-ticketing-grand-theatre>.

## Before the Show

Once you have your tickets, you will show it to one of our volunteers who will scan it when you enter the theatre. You will then enter our waiting area, which is called the lobby.








Anyone with a **red vest** or a **name tag** is a Grand Theatre volunteer or staff person. If you have any questions, please ask these individuals and they will help you!

# Lobby Spaces

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Before the show starts, people will wait in our lobby areas to mingle, use the washroom, grab snacks and drinks, or to browse the show program.

At the Grand Theatre we have 4 lobby spaces, that are accessible by stairs and elevator.

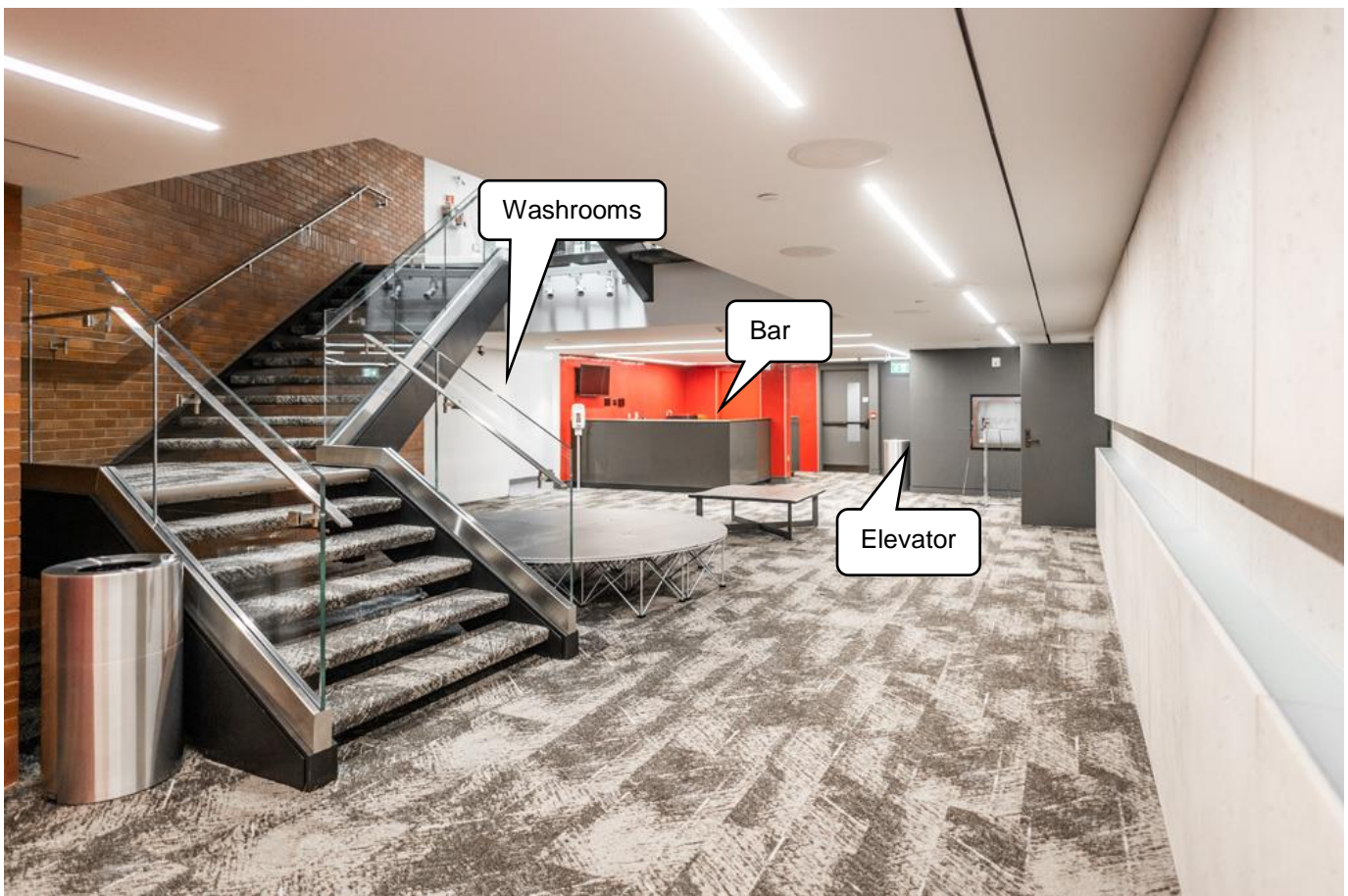
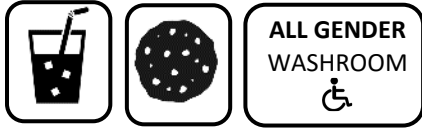
Can Purchase Food	Can Purchase Drinks	All Gender Washrooms	Private Universal Washroom*	Water Fountains
		ALL GENDER WASHROOM 	UNIVERSAL  *with adult-sized change table	



If you see any of these symbols in the descriptions below, it means that service is available in the lobby space.

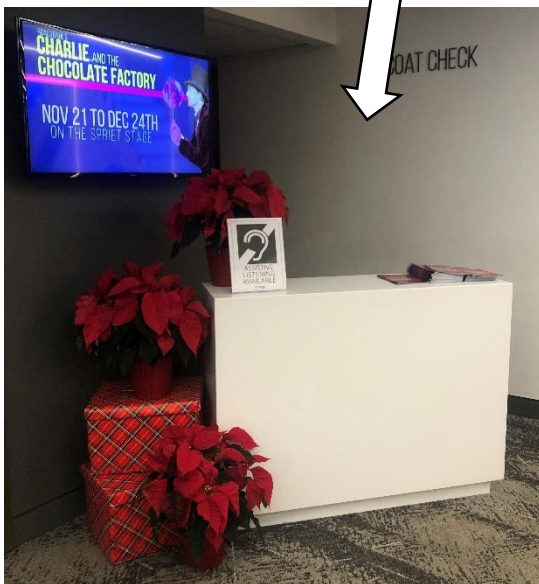
## 1. Auburn Lounge

On the 1<sup>st</sup> floor (*basement*) of our theatre is the Auburn Lounge. This level is where you access our Auburn Stage entrance.



## 2. Main Lobby Space

On the 2<sup>nd</sup> floor (*ground level*) of our theatre is the main lobby. This is where you will be after entering through our front doors. Orchestra Level seats for our Spriet Stage can be accessed from this lobby.



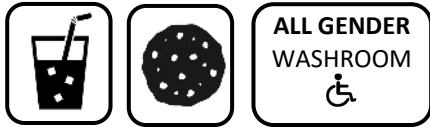
### Coat Check Area

Please visit this area if you:

- would like to hang up your coat (*free service!*)
- require alternative or accessible seating
- would like an assisted hearing device
- would like earplugs or fidget toys
- would like a mask
- would like binoculars (*limited availability*)
- would like a booster seat (*at theatre entrances too*)
- want to review the Venue Guide or Study Guide
- want to review the Access Guide (*for Relaxed Performances*)

### 3. BMO Lounge

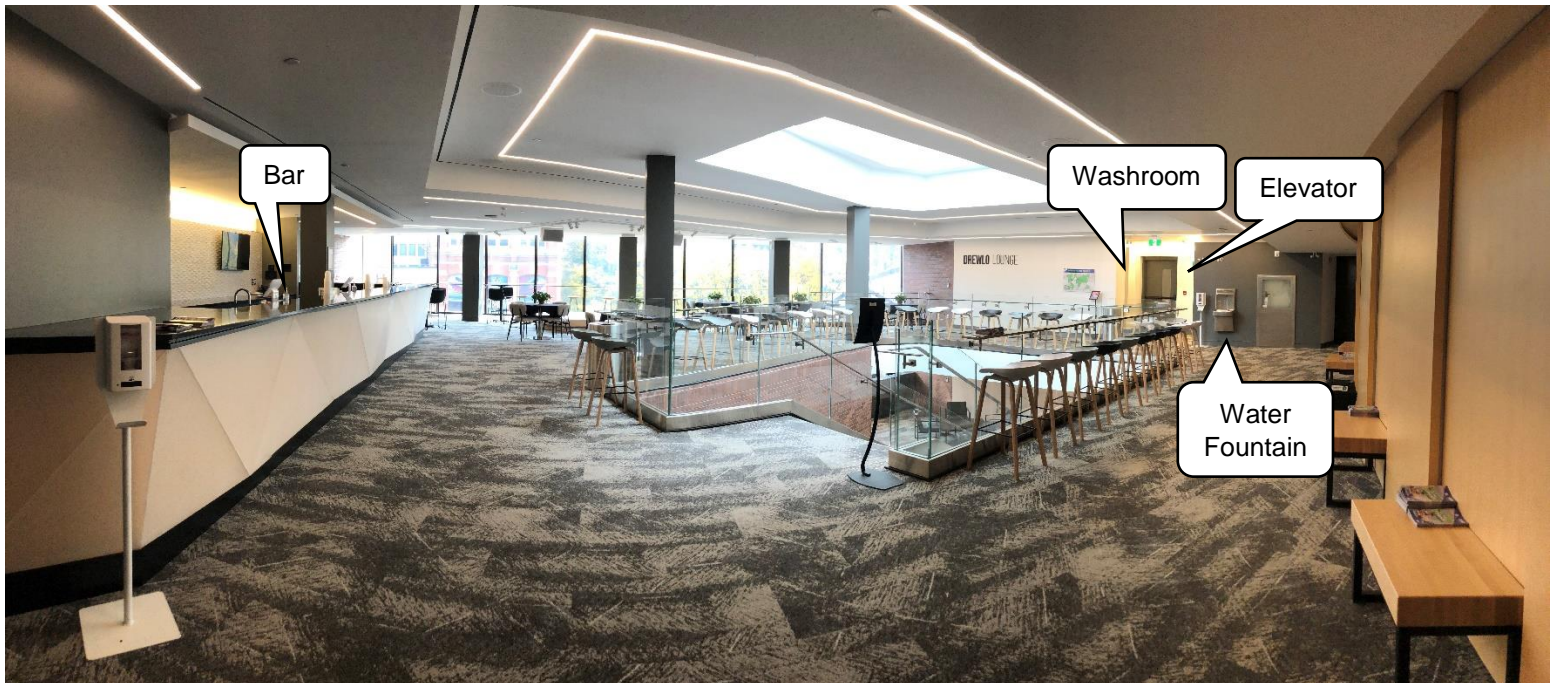
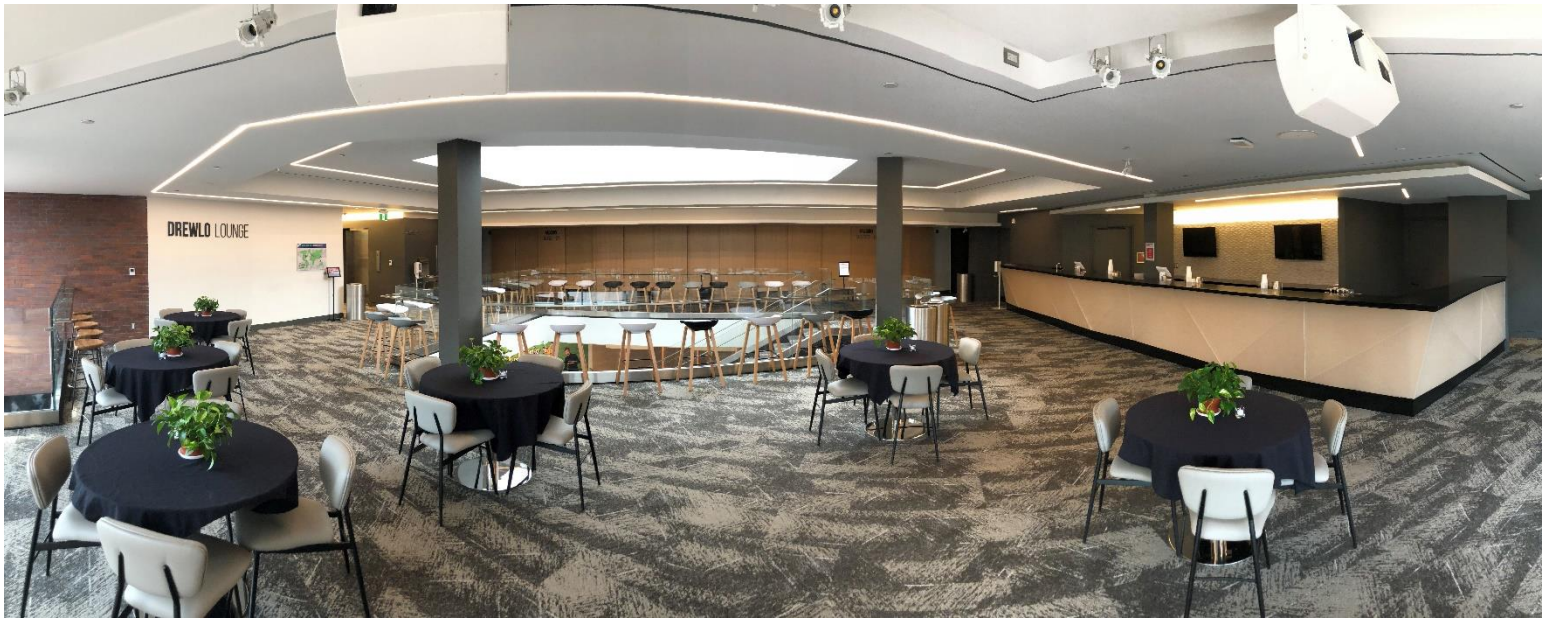
On the 3<sup>rd</sup> floor of our theatre is the BMO London Proud Lounge. Here you can take a picture against our themed photo wall, buy a drink or snack, and can relax in some comfy chairs.





## 4. Drewlo Lounge

On the 4<sup>th</sup> floor of our theatre is the Drewlo Lounge. This is where you access the Balcony Level seats for our Spriet Stage. There are also different kinds of seating here including stools, and tables with chairs.



# Intermission

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Some of our shows will have a small break (**20 minutes**) near the middle of the performance. In theatre and live performances, this is called an “intermission”. During the intermission, feel free to purchase drinks or snacks from the concessions, step outside (*have your ticket with you!*), use the washroom, or mingle with other patrons. You can also remain in your seat inside the theatre.

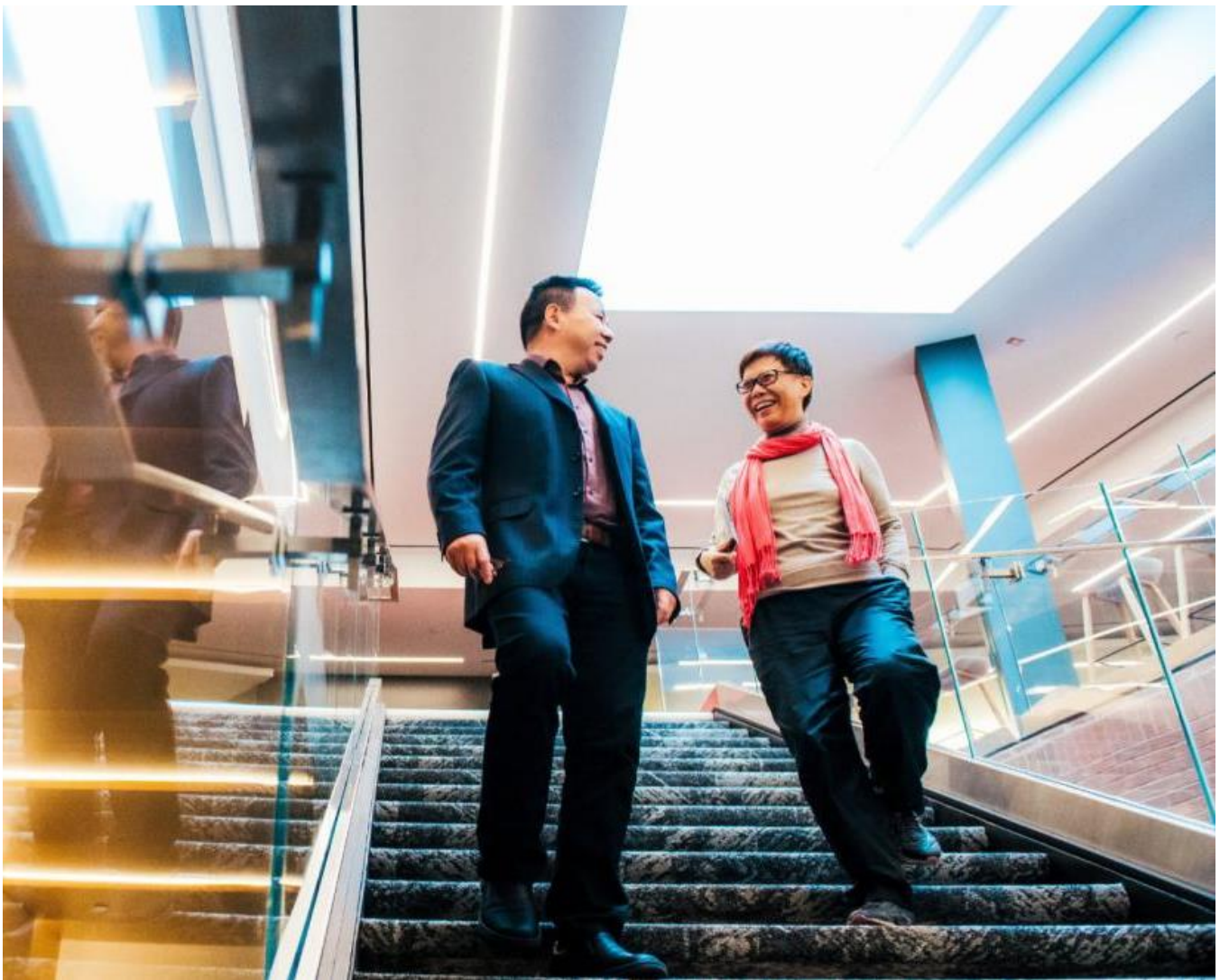


Image Description: Two people walking down the stairs from the Drewlo Lounge on the 4<sup>th</sup> floor.

# Concessions

Concession items (drinks & snacks) are available to purchase before the performance begins and during intermission. Drink glasses and food can not be taken into our theatre, but drinks in plastic cups can.

Visit our [Bar Menu online](#) for what we are currently offering.



**Drinks** are available for purchase in the:  
Auburn Lounge, BMO London Proud Lounge, and Drewlo Lounge.

BEER		MIXED DRINKS & COOLERS *ALC./VOL.	
ANDERSON CREAM ALE 355 ML	\$6.25	BAR RAIL SHOT 1 OZ	\$7.50
TOBOGGAN AMBROSE ALE 473 ML	\$6.75	STANDARD BAR SHOT 1 OZ	\$8.50
TOBOGGAN MR INSURANCE MAN 473 ML	\$6.75	PREMIUM BAR SHOT 1 OZ	\$9.50
FORKED RIVER INTERSTELLER IPA 473 ML	\$6.75	BLACK FLY 7% 355 ML*	\$8.00
FORKED RIVER RIPTIDE PALE ALE 473 ML	\$6.75	MOTT'S CAESAR 5.5% 400 ML*	\$8.00
TOBERMORY FATHOM FIVE PORTER 473 ML	\$6.75	STRONGBOW CIDER 5.3% 500 ML*	\$8.50
BUD LIGHT 341 ML	\$6.25		
STELLA ARTOIS 330 ML	\$6.75		
COLLECTIVE ARTS HAZY PALE ALE 355 ML	\$6.25		
• NON-ALCOHOLIC 0.4% ALC./VOL.			
WINE 5 OZ		SIGNATURE DRINK	
RED:		DRINK OF ME FONDLY – BLUE RASPBERRY, SODA WATER, GIN 1 OZ	\$8.50
PELLER RESERVE CAB MERLOT, NIAGARA - HOUSE WINE	\$8.50	MOCKTAIL	
SEPTIMA MALBEC, ARGENTINA	\$10.25	MASQUERADE SPRITZER – UNDONE #7 ORANGE APERITIF, RIESLING	\$7.25
WHITE:		THE PRIMA DONNA – GRENADINE, PINEAPPLE & OJ, GINGER ALE	\$6.25
DOMAINE ROBERT VIC, SAUVIGNON, FRANCE - HOUSE WINE	\$8.50		
LUIGI RIGHETTI PINOT GRIGIO, ITALY	\$10.25	NON-ALCOHOLIC	
		WATER, ICED TEA, COKE, DIET COKE, SPRITE, GINGERALE, JUICE	\$3.00
		COFFEE/TEA	\$2.00
		CHOCOLATE BARS, CANDY, COOKIES	\$3.00
		MENTOS, HALLS	\$2.50

\*TAX INCLUDED | 15% GRATUITY ADDED AT CHECKOUT | NO REFUNDS OR EXCHANGES



**Snacks** are available for purchase in the:  
Auburn Lounge, BMO London Proud Lounge, and Drewlo Lounge.

## Wish to skip the concession lines during Intermission?

Before the show begins, you can purchase drinks or snacks to enjoy during intermission. When paying for your order, let our bar staff know that you would like these items at intermission. They will place your items on one of the tables or counters in the Drewlo Lounge with a name label, ready for you to enjoy during intermission.

Can't find your items? Feel free to ask our bar staff, and they will direct you.

# Spriet Stage

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These are the doors to access Orchestra seating for the Spriet Stage. When these doors are open, you are welcome to go inside and take your seat. Ushers are at the doors or just inside to help you.



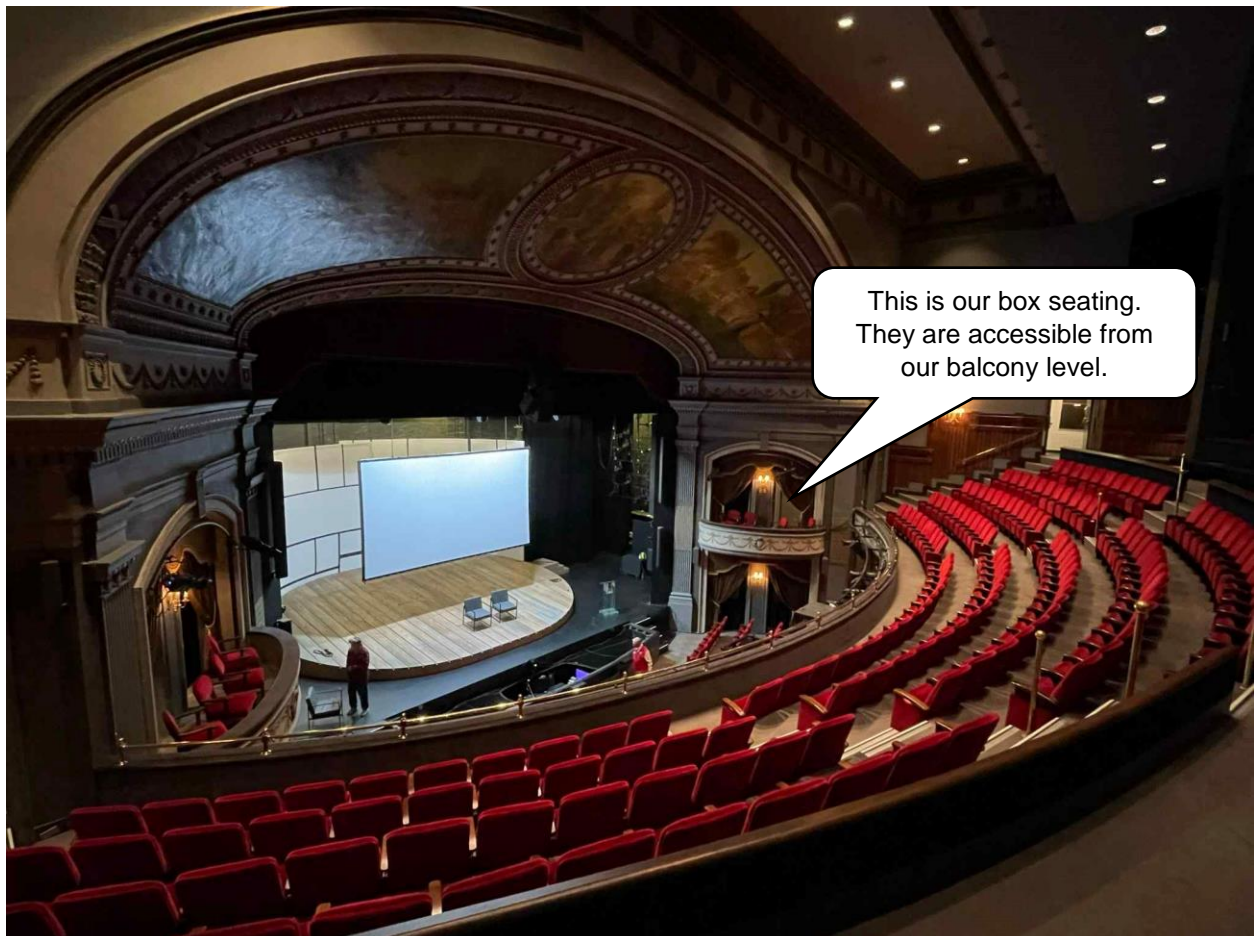
This is what it looks like inside on the Orchestra seating level.



These are the doors to access Balcony seating for the Spriet Stage. When these doors are open, you are welcome to go inside and take your seat. Ushers are at the doors or just inside to help you.



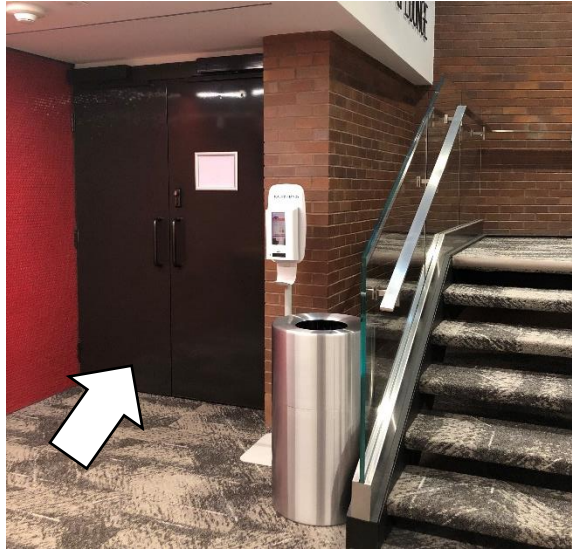
This is what it looks like inside on the Balcony seating level.



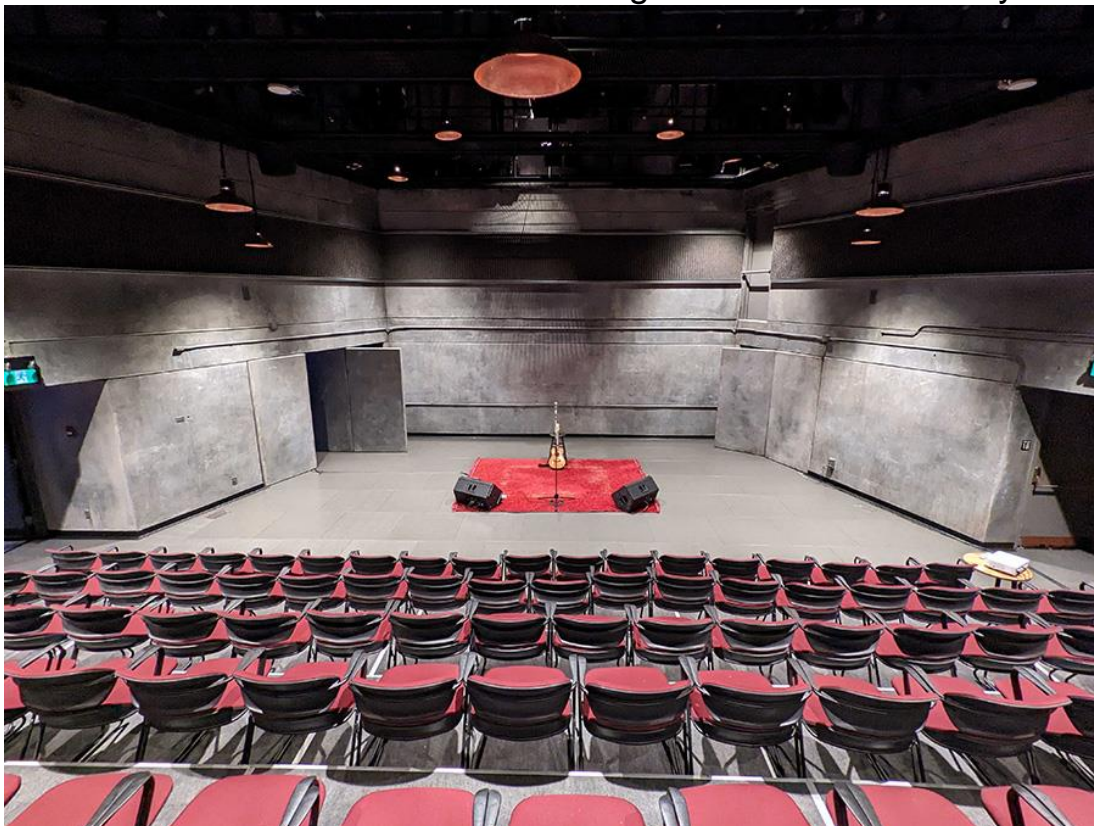
# Auburn Stage

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These are the doors to access seating for the Auburn Stage (Floor 1). When these doors are open, you are welcome to go inside and take your seat. Seating in this theatre is most often unassigned – sit where you'd like!



This is how it usually looks inside from the very back of the theatre. Sometimes the seats will be configured in a different way.



# Washrooms

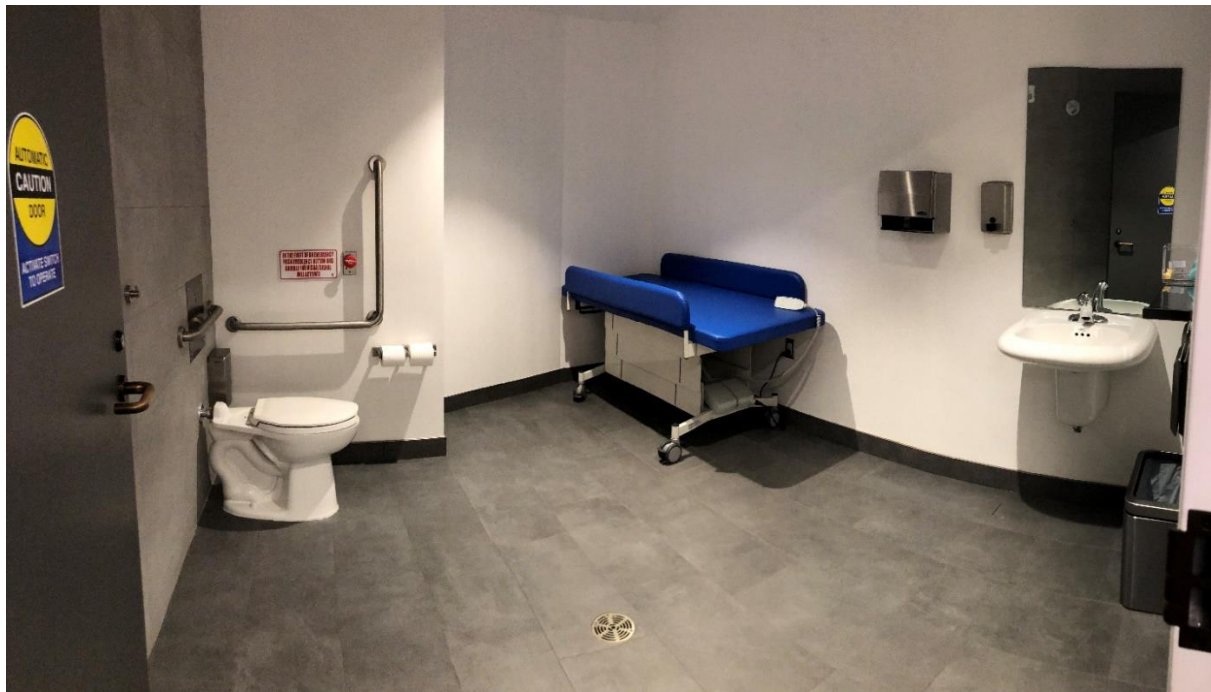
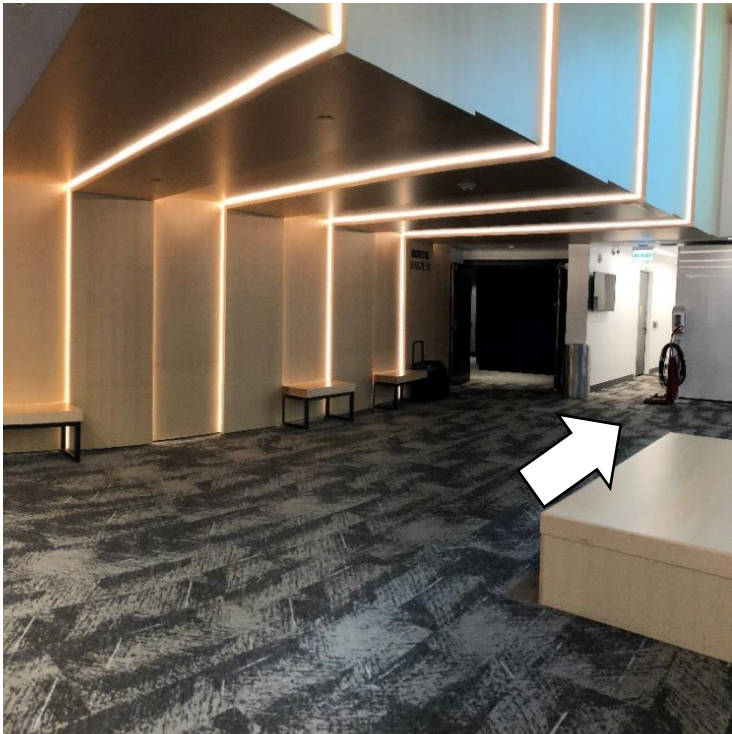


We have **All Gender Washrooms** on every floor of our theatre in the lobby spaces. These communal washrooms feature **private and spacious stalls with floor-to-ceiling walls and doors** (that lock and indicate when a unit is occupied), as well as mirrors within each stall. Each washroom includes touchless facilities (aiding in accessibility and cleanliness), communal sinks and mirror area, and one **accessible stall**.





An additional private **Universal Washroom** (large enough for a wheelchair and support person, with grab bars and adult-sized **changing table**), is available on the main floor lobby. Please only use this washroom if you require it.



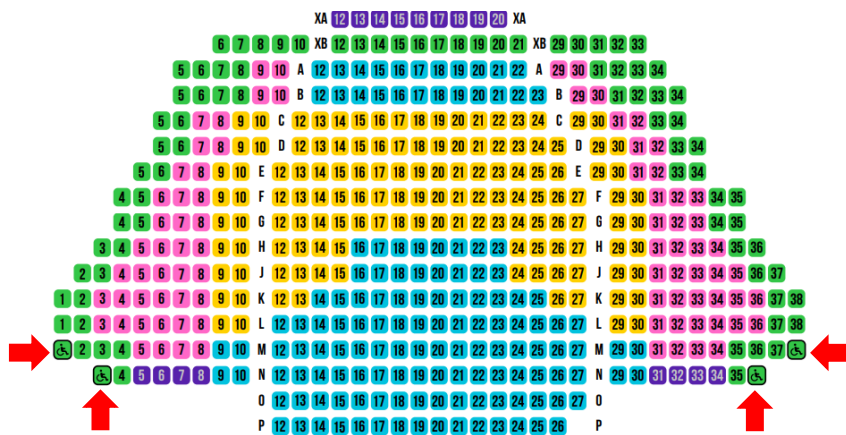


# Mobility Services



**Wheelchair-accessible seats** are available on the main level of the Spriet Stage and in the front row of the Auburn Stage.

**SPRIET ORCHESTRA LEVEL  
STAGE**



**AUBURN FRONT ROW**



If you require a **support person** to accompany you, the Grand will provide a **complimentary ticket**.



Please contact our Box Office at...

(519)-672-8800 or email [boxoffice@grandtheatre.com](mailto:boxoffice@grandtheatre.com) to reserve your seat or for more information.

**Accessible seating not requiring the use of stairs is available in both theatres in the areas described below.**

**SPRIET STAGE:**

All Orchestra Level Seating

Only middle row (FF) in Balcony Level

**SPRIET BALCONY SEATING not requiring use of stairs**



**AUBURN STAGE:**

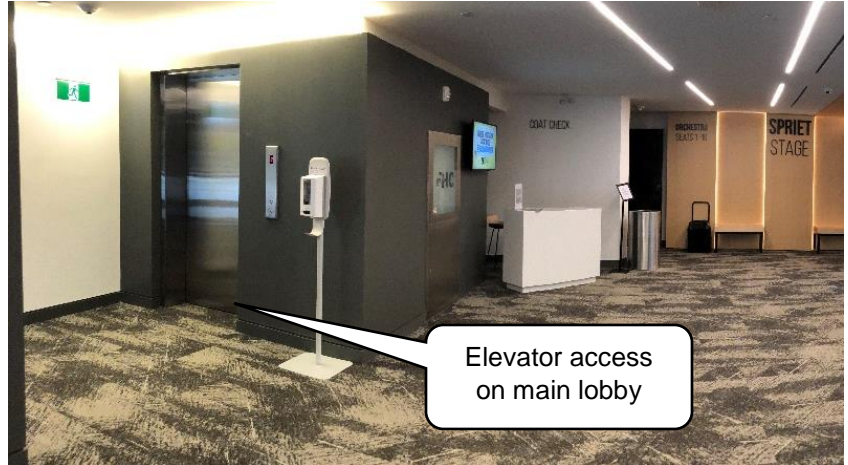
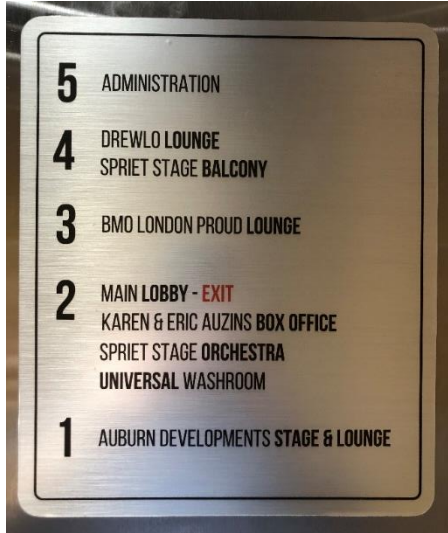
Only front row



**A wheelchair is available** for use on-site from our Front of House office on a first-come, first-served basis.



**Elevator access** is available for all levels at the theatre.



## Deaf or Hard-of-Hearing Services

For those requiring assistive hearing support, the Grand has purchased, with the support of Bentley Hearing Services, new **assisted hearing devices** by Listen Technologies.



The new systems are compact and feature an integrated neck loop that automatically senses and sends optimized sound signals directly to hearing aids and cochlear implants. Patrons can use the ear phones provided **or plug in their own** into the device.

# Blind or Low-Vision Services

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**Our website** offers the option to enlarge print.

**House programs** will be available online with the option of enlarged print.



**Service animals are welcome.** We will accommodate patrons and their service animal in select areas of the house where aisle or leg room allows space for the animal, does not obstruct other patrons, and gives consideration to building fire codes and evacuation procedures. Seating is subject to availability.

Front of House staff will be available to help guide patrons to their seats if required.



Please contact our Box Office at...

**(519)-672-8800** or email [boxoffice@grandtheatre.com](mailto:boxoffice@grandtheatre.com) to reserve your seat or to learn more about these services.

Please visit our website to learn more about the [Accessibility](#) programs & services we are offering.

# Contact Us



If you have any questions, please reach out to our Box Office at...  
**(519)-672-8800** or email [boxoffice@grandtheatre.com](mailto:boxoffice@grandtheatre.com).

## Box Office Hours of Operation (September to June):

Monday to Friday: 9:00am to 5:00pm

Saturday: 11:00am to 3:00pm

Sunday (matinee performance days only): 11:00am to 2:00pm

The Box Office is open in person until showtime on performance days. Phone lines close one hour before showtime.

Visit our website for future events and information!



We look forward to seeing you!

