



VISUAL STORY
STOCKTON GLOBE
STOCKTON-ON-TEES

V1.0 - January 2022
COVID-19 Measures Included

Photo Credits: Sally Ann Norman &
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Stockton Globe Visual Story



Introduction

This visual story aims to prepare you if you are curious or anxious about your visit to the Stockton Globe.

This visual story contains images and information to prepare you for your visit including:

- Photographs of the Stockton Globe and information on how to find your way around.
- Description of things to expect when you visit the venue.
- Description of our staff and who to approach if you have a question.

If you have visited us in the past, you will notice that we have had to make some changes because of the Coronavirus Pandemic. We have included these in this visual story.

We hope you enjoy your visit!



This is the Stockton Globe, where lots of different shows and events that you can buy a ticket for take place.

It is at 153 High Street, Stockton-On-Tees, TS18 1PL.

We also have another venue, which is connected to the Stockton Globe, called 'The LINK'. The LINK can be entered through its own set of doors on the left hand side of the Stockton Globe. You can enter through any door you want to, but The LINK doors are recommended if you have any mobility impairments as it's the closest entrance to our lift.





There might be a queue when you arrive at the venue, as there are lots of safety checks. This is nothing to worry about, they are there to keep you safe during your visit.

You will see barriers outside the venue, these mark out where you can queue.

There will be stewards asking to see your COVID information, so have this ready, as well as your tickets.

You can enter through either the Main Entrance or The LINK doors—both entrances will get you into the theatre and you will be greeted by venue staff.



Your coronavirus lateral flow test result is negative. It's likely you are not infectious. But a negative test is not a guarantee, and there's still a chance you may be infectious.

Keep following coronavirus advice including:

- regular handwashing
- social distancing
- wearing a face covering where recommended

If you've been traced as a contact of someone who tested positive, you may need to self-isolate.

Find out at <https://www.nhs.uk/coronavirus> and read 'Self-isolation and treating symptoms'.

Before you arrive at the venue, you will be asked to show your COVID status. This is to make sure that the venue staff can make the venue as safe as possible. If you are aged 18 or over, you can show your status by proving that you have had two vaccinations, with the last one being at least two weeks ago. If you haven't had two vaccinations, you can show a negative lateral flow test or PCR test, taken a maximum of 48 hours before the show is due to begin.

If you are under 16, your parent or responsible adult will tell the staff member your COVID status. If you are 16 or 17, you will be asked to tell the staff member your COVID status yourself. If you are anxious about this, an adult accompanying you can speak for you.

We advise that you wear your mask, whenever you are not eating or drinking in the venue, in line with government guidance. If you are exempt from wearing a mask, just let a staff member know—if you would like we can give you a mask exemption badge or sticker.

When you arrive, there will be people standing near the doors dressed in smart black. These are security guards.

They may need to have a look in your bag to make sure you are not bringing any alcohol or anything dangerous. Don't be frightened of them, they are there to keep you safe!

You will then need to show your tickets to them as they are the ticket checkers.

You can ask them any questions about where you need to go, including where the nearest toilet or somewhere to buy a drink is. They can also help answer any questions you might have about the show.

They use special scanners to check your ticket, sometimes they don't work first time but you do not need to worry, they will help you by taking you to a member of the helpful Ticketing Team, who can solve any problems and answer any more questions.





This is the Main Foyer, sometimes it can become crowded before the performance and may be quite loud. If it is too loud, you can cover your ears or wear headphones.



This is The LINK stage where you can buy show merchandise, when available. It might be busy and crowded.





This is The LINK bar, where you can buy drinks and snacks. It might be busy and crowded.



Our Food & Beverage Assistants are friendly and you can ask them as many questions as you need to help pick what product you would like to drink or eat. All of our tills are card only, so you will need to bring your card with you or you can use Apple or Google Pay on your smart phone.

Our Food & Beverage assistants will be wearing a mask, unless they are exempt.



If you need to go to the toilet, you must look for these signs, or you can ask a Globe Staff Member for directions to the toilet.

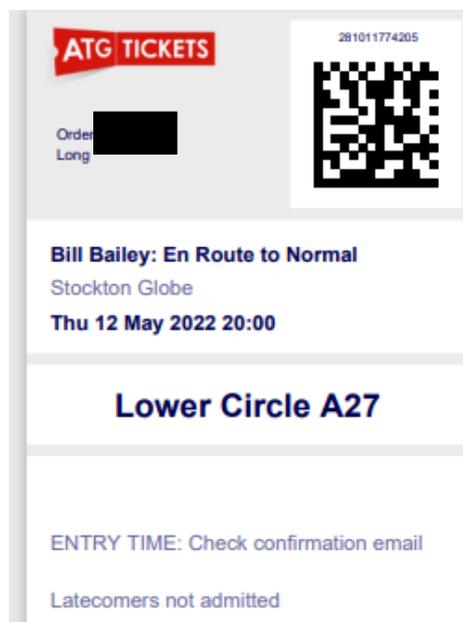
All Globe Staff members will be wearing smart black, and have a Staff Lanyard on.

You may need to queue outside the toilet, dependent on how busy they are.



This is an E-ticket. Your E-ticket will tell you what level you are sitting on, the letter of the row that you are sitting in, and your seat number.

It also tells you what time the show will start.



The inside of the venue where the seats are is called the auditorium. It is very big and there are lots of seats.



You will need to use your e-ticket to find your seat. A steward will be able to help you find which seat to go to. It is not a choice, you have to sit in the seat printed on your E-Ticket.

This is the **Stalls** Level. The Stalls has Step Free Access via Lift, or 22 steps from Main Entrance



This is the **Circle** Level. It is split into 3 sections.

Upper Circle - 34 steps to Upper Circle from Main Entrance, with 16 additional to reach back row

Mid Circle - Step Free Access via Lift or 13 steps from Main Entrance to Mid Circle, with 15 additional to reach back of section

Lower Circle - 4 steps from Main Entrance (The LINK) to Lower Circle, with 6 additional to reach back of section



When you get to your seats you can sit down and relax. If you are at a Standing show, you will need to check which level your ticket is for and either take a seat in the Circle, or you can choose to stand wherever you feel comfortable in the Stalls. Sometimes there are lots of other people sitting there and it will be quite noisy. You can cover your ears if you want to.

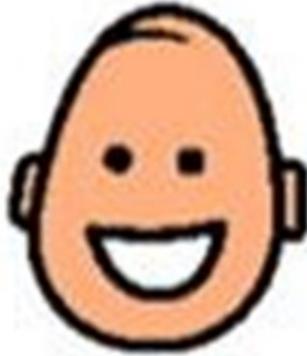
When it is time for the show to start you will see the lights turn down in brightness and sometimes you will hear a voice asking everyone to turn off their mobile phones. This voice is coming through a speaker. The venue will get darker and everyone will be quiet. You will need to be as quiet as you can during the show so that you can hear everything.



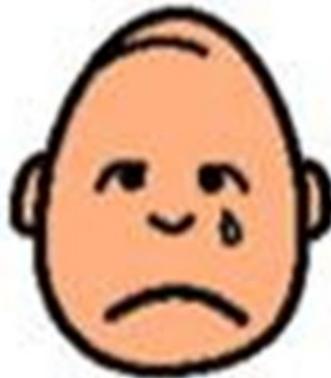
There is usually a break during the show, where the lights in the auditorium will turn back on. This is called an interval. The interval usually lasts between 15 and 20 minutes. During the interval you can visit the bar or kiosk to buy refreshments, and you can go to the toilet if you need to. There might be a queue for these things. There will be announcements about how long the interval is lasting, and when you need to make your way back to your seat.



During the performance you might hear the performer on stage make a joke. Some of the audience may laugh. You can laugh too if you like.



During the performance you might see something that makes you feel sad. You can feel sad if you like, that's okay.



After the interval, everyone will come back and sit down in their seats again. It will get darker and quieter again just like at the beginning of the show.



At the end of the show, all of the performers will come out on stage and bow. This is called a curtain call. Many people will clap a lot so the performers know how much they liked the show. They may also stand up to show they liked the show. You can clap and stand up too, but you don't have to if you don't want to.

After this, the lights will come back up and you will leave the venue. You might not leave the same way that you came into the venue.

If you cannot keep quiet, or find the performance too loud, you can ask any staff member to take you to the quieter area. The quieter area could be one of the bars or foyers with not many other guests in. There will be very few people and very little noise. It might help you feel calm again.

If there is an emergency, try not to worry. You must follow the instructions given by the venue staff and follow these signs to leave the building.

If you would like, you can tell a steward near where you are seated that you might need extra assistance if there was to be an emergency.



Additional information

If you have any more questions about your visit to the Stockton Globe, you can contact us in these ways:

Email: stocktonglobeenquiries@theambassadors.com

You can also message our Ticketing Team at:

stocktonboxoffice@theambassadors.com

If you would like an orientation visit to the venue, the Ticketing Team would be very happy to arrange this with you in advance of visiting the venue for your show.



We hope you enjoy your visit, and that you come back to see us soon!