

Accessibility Policy

Last Updated: July 2026

At **Arches Lane Theatre**, we believe that live theatre should be open, welcoming, and accessible to everyone. We are committed to making our performances, venue, and services accessible to all members of our community, including disabled people, neurodivergent audience members, and those with specific access needs.

1. Getting Here & Venue Access

- **Location:** Arches Lane Theatre is situated in Circus West Village at Battersea Power Station (SW11 8AL).
- **Step-Free Access:** The venue features step-free access throughout the main audience areas and foyer.
- **Wheelchair Spaces:** We have dedicated wheelchair user spaces available for every performance. To ensure we prepare the best seating arrangements for your visit, please select a wheelchair space when booking online or email us directly at info@archeslanetheatre.com.
- **Accessible Facilities:** Accessible toilets are located on-site in close proximity to the main seating area.

2. Accessible Performances & Services

We aim to make our shows as inclusive as possible for families and individuals with varied access requirements:

- **Relaxed Performances:** All of our family show performances (including *Treasure Island*) are presented in a relaxed format. Audience members are free to make noise, move around, or step out into the foyer if they need a break. Lights remain at a gentle level, and loud sound effects are kept to a minimum.
- **Touch Tours:** Touch tours are available for visual or sensory-seeking audience members before select performances, allowing guests to explore props, costumes, and the set prior to the show. Please request a touch tour at least 48 hours in advance by emailing info@archeslanetheatre.com.
- **Assistance Dogs:** Guide dogs and registered assistance dogs are very welcome at Arches Lane Theatre. We can provide water bowls upon request, and dogs can either stay in the theatre during the performance or be looked after by a member of our front-of-house team.

3. Ticketing & Personal Assistant / Companion Tickets

- **Essential Companions:** We offer a complimentary ticket for a Personal Assistant or carer accompanying an audience member who requires essential support to attend the theatre.
- **How to Book:** To book an Essential Companion ticket alongside your own, please email info@archeslanetheatre.com with your booking details, and our team will issue the complimentary ticket.

4. Digital Accessibility

We strive to ensure our website and digital communications are clear and readable:

- We aim to maintain high-contrast text and simple layout structures for screen readers.
- Plain-text versions of our event details and promotional emails are available upon request.

5. Feedback & Access Enquiries

We are always looking for ways to improve our accessibility and welcome your feedback. If you have specific access questions, require tailored support for your visit, or wish to share feedback on your experience, please get in touch with our team:

- **Email:** info@archeslanetheatre.com
- **Address:** Arches Lane Theatre, Circus West Village, Battersea Power Station, London, SW11 8AL