

Visit Canada Water Theatre

Getting Here Canada Water Theatre

Canada Water Theatre is situated directly above Canada Water station.

Tube: Canada Water (Jubilee line or Overground)

Bus: 1, 47, 188, 199, 225, 381, C10 and P12.

Parking: Limited Blue Badge parking is available close to the library. There is some Pay and Display parking at Surrey Quays Shopping Centre just a few minutes away from Canada Water Library.

Taxis: The taxi drop-off point closest to the library is 21 Surrey Quays Way.

Opening Times

Canada Water Theatre is open:

Monday to Friday: 8am to 8pm Saturday: 9am to 5pm Sunday: 12pm to 4pm

Caff A at Canada Water Library is open:

Monday to Friday: 9am to 6.30pm (final food orders 6pm)

Saturdays: 9.30am to 4pm

Sunday: 10am to 3pm

Evenings in line with performances and events.

Enjoy a warm welcome in our family-friendly café, overlooking the water. Indulge in a tempting toastie, a freshly prepared salad, or a great coffee or tea made to your liking with a delicious cake. Coming to see a show? We have a range of snacks, wine, beers and other drinks to accompany your evening's entertainment, pre and post show. Evening opening is in line with our performance and events schedule.

Once You're Here

If you are attending a meeting, attending an event or using the café and are unsure where to go, please ask any of the library, café or front of house staff team who will be more than happy to help. For a performance we usually recommend arriving 30 minutes prior to the start time so you can get a drink and make yourself comfortable. If you're facing the café counter, the women's and unisex disabled toilets are to

the left of the counter, the men's toilets are situated to the right. The entrance to the theatre is opposite the café counter.

Access

Canada Water station has step free access.

The Theatre and Library have step free access, ground floor toilets including accessible toilets and baby change. There are lifts to the first floor where disabled adult change facilities are available.

Assistance dogs can be brought into any of our spaces.

Limited disabled parking is available close to the library.

If you have mobility requirements or use a wheelchair

Canada Water Theatre's box office, theatre and café are all on the ground floor which has step free access. We also have fully accessible toilets on the ground floor and lift access to the meeting rooms, offices and disabled adult change facilities.

We can accommodate a limited number of wheelchairs in all our performance spaces. Please inform box office when you book so we can make provision for this and reserve your space.

Assistance dogs can be brought into any of our spaces.

If you are blind or have a visual impairment

Guide dogs can be brought into any of our spaces. We can reserve you an easily accessible seat in all of our performance spaces or, if you'd like, an usher can help to guide you to your seat, just ask our box office when you book.

If you are deaf or hard of hearing

There is an induction loop at our Box Office and reception for hearing aid users.

Hearing dogs can be brought into any of our spaces.

We have regular BSL interpreted performances - look for the BSL symbol, button or bolded note in our paper brochure and on the website.

Personal Assistant Tickets

We offer a companion or personal assistant ticket free of charge for people with disabilities or conditions who are booking a ticket and require a companion with them to be able to attend our events.

To book your free personal assistant ticket, please call the Albany box office on 020 8692 4446 or pop in to the Albany (Douglas Way, Deptford SE8 4AG) to speak with a member of our box office team in person who will happily process the tickets on your behalf. If you have any questions, you're more than welcome to also email us on reception@thealbany.org.uk.

Please note: you may be required to provide the below forms of copied evidence. Although we will review an application without the recommended evidence on a case-by-case basis.

- Front page of DLA / PIP (no specific rate)
- Front page of Attendance Allowance letter (no specific rate)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card

Relaxed Performances

Throughout the year we aim to programme a number of relaxed performances to our family theatre shows for people with Autism, Asperger's or other learning disabilities. These performances are designed to be more relaxed with the option to leave and re-enter the theatre at any time. We make sure the lights don't get too dark and the sounds aren't too loud.

Volunteer to be a Mystery Shopper for Attitude is Everything

Attitude is Everything's dedicated team of Mystery Shoppers are Deaf and disabled music fans who report back on the accessibility and overall experience at UK music venues, clubs and festivals. This is vital for identifying each venues' strengths and areas for improvement.

Go to www.attitudeiseverything.org.uk/mystery-shopping to find out more about signing up to volunteer as a Mystery Shopper.