

A VISIT TO THE CAPITOL THEATRE TO SEE



Disney

BEAUTY AND THE BEAST

THE MUSICAL

A Visual Story

Step-by-step, what to expect when you see a general performance of Beauty and the Beast.
If you would prefer to attend a relaxed performance (where changes are made to adapt the sensory experience) please refer to the [**Relaxed Performance**](#) information.

STEP ONE

BEFORE I BOOK TICKETS

I think I would like to go and see Disney's Beauty and the Beast the Musical in Sydney. Before I decide to book these tickets, there are a few things I should know.

The show runs for approximately 2.5 hours

- Act 1 (the first half of the show) usually goes for about 1 hour 20 minutes.
- There is then an interval (a 20-minute break) where I can go to the toilet, purchase food or drink, or take photos with my friends and family.
- Act 2 (the second half of the show) usually runs for 50 minutes.

The musical is based on the 1991 animated film, but a few changes have been made.

It is not an exact replica of what I see on screen at home, but an enchanting live-theatre experience! There are cast members who sing, act and dance on stage, amazing sets, a live orchestra and even additional songs that were not in the film. I can watch [**this video trailer**](#) if I would like a sneak peek at the show.

The show contains production effects.

A general performance of Beauty and the Beast contains theatrical smoke, fog effects, gunshots, stage violence and strobe lighting (more information about these effects is included in the following pages).

- The music in the show is performed by a live orchestra (musicians located in the orchestra pit below the stage). The music can be very loud at times.
- I can bring along any tools to help me cope with these effects, such as headphones, ear plugs or sensory toys.

The auditorium is filled with lots of seats, so I will be surrounded by lots of people who will adhere to theatre etiquette, or the 'unwritten rules of theatre'.

- Before the show starts, music plays in the foyers and a repeated bell sound is played when it is time for the audience to take their seats.
- When the performance is about to start, some announcements will be made over the loudspeaker, including a reminder to put my phone away. I am not allowed to use my phone, iPad or tablet and I cannot take photos or film during the show.
- My bags may be inspected as I go into the theatre - this is just a quick safety check!
- The orchestra will begin to play when the show starts. The audience will go quiet, and the music will be very loud.
- Most people will stay in their seats when the show is on and not sing or talk.
- After a big musical number, the audience will clap loudly. I can join in and clap if I would like to, but I don't have to.

If, after reading the above, I would prefer not to attend a general performance, I can read about the **Relaxed Performance** taking place on 18 November 2023. This specific performance will adapt some of the sensory effects and the 'unwritten rules of theatre' will not apply. A relaxed performance aims to create a more inclusive experience where everyone feels welcome to enjoy the show.

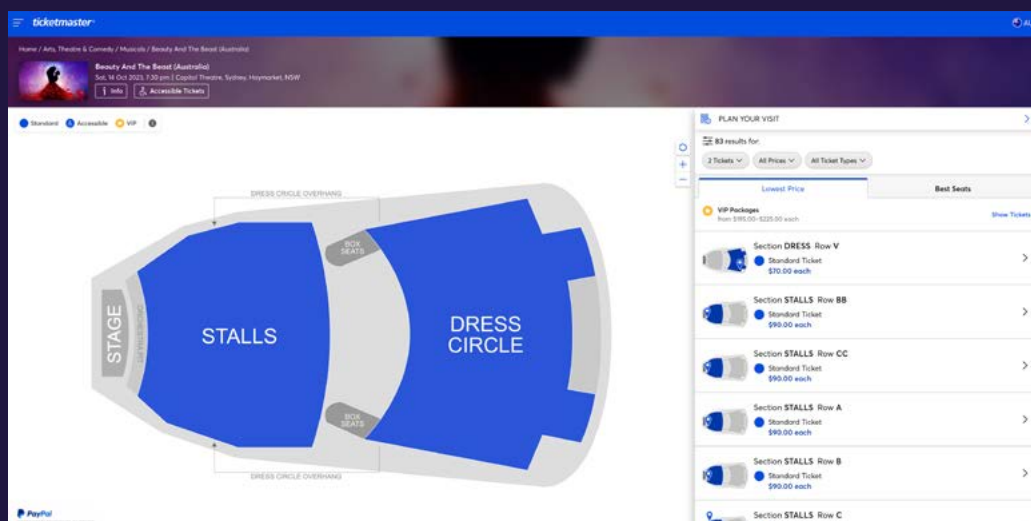
STEP TWO

BOOKING TICKETS

If I would prefer to book in person, or need to make a wheelchair or companion card booking, it is best to visit the **Capitol Theatre** website for further information on how to do this.

If I would like to book a general performance of Beauty and the Beast, I can follow the dot points below.

- Visit the **Ticketmaster** website
- Click through the calendar months to browse the dates available and select the time/date I would like to attend. Ticketing tip: midweek performances outside of school holidays usually have better value ticket prices and may be quieter.
- If I am booking tickets on my laptop or desktop computer, a screen that looks like this will appear:



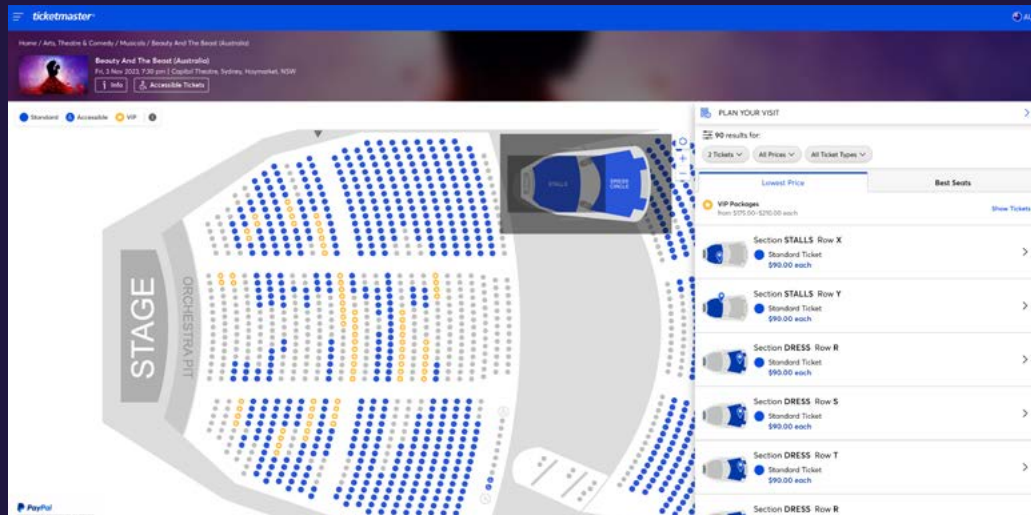
I can visit the Capitol Theatre website to take a **Virtual Tour**. This allows me to virtually walk through the auditorium before my visit.

- If I would like to sit downstairs at the theatre, I'll click on STALLS (this area may be more appropriate for families).
- If I would like to sit upstairs at the theatre, I'll click on DRESS CIRCLE.
- If I have accessibility needs, I should visit the **Capitol Theatre Accessibility** webpage and it's a good idea to book STALLS seating.

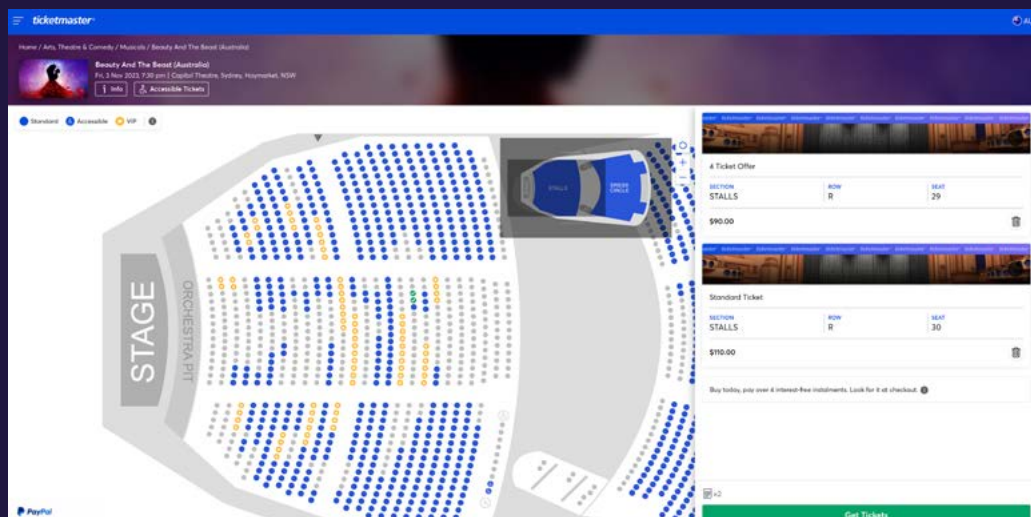


STEP TWO BOOKING TICKETS

- When I have decided whether I would like to sit upstairs or downstairs, I can click on that section and choose my seat. A screen like this will display:

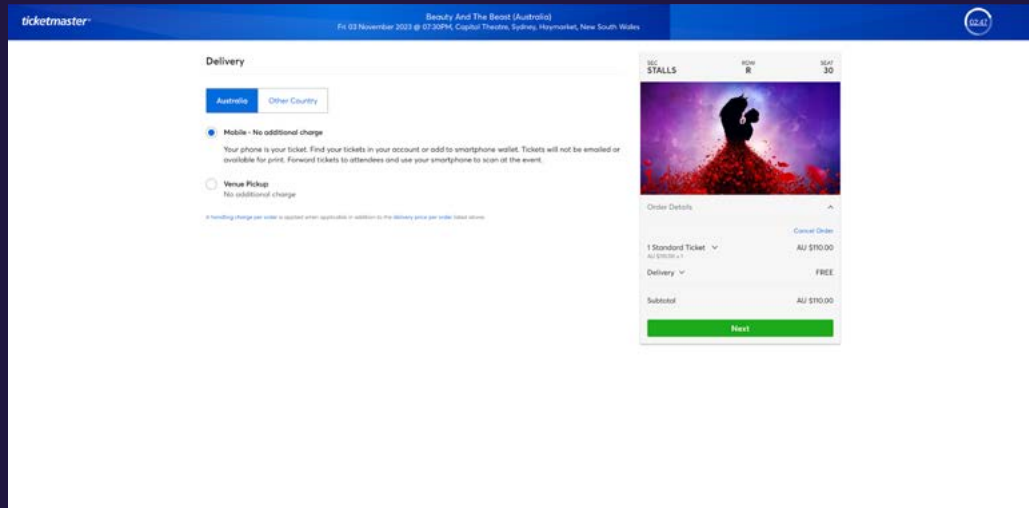


- Grey circles mean the seats have already been booked by someone else.
- Blue seats are available for me to choose.
- Yellow seats are available VIP packages that include additional benefits, such as included food and drinks and are more expensive.
- When I click on the seats, the circles will turn green and I will see the price of the tickets.
- Tickets in different areas of the auditorium have different prices. If I change my mind, I can click on the circle again and it will change back to grey.



- Once I am happy with my selections, I'll click the green GET TICKETS button.
- I may be asked if I would like to add additional food and beverage to my ticket. I don't have to decide this now if I don't want to – I can purchase food and drinks at the theatre on the day of my performance.
- Click NEXT.
- I will then be asked how I would like to receive my tickets.

STEP TWO BOOKING TICKETS

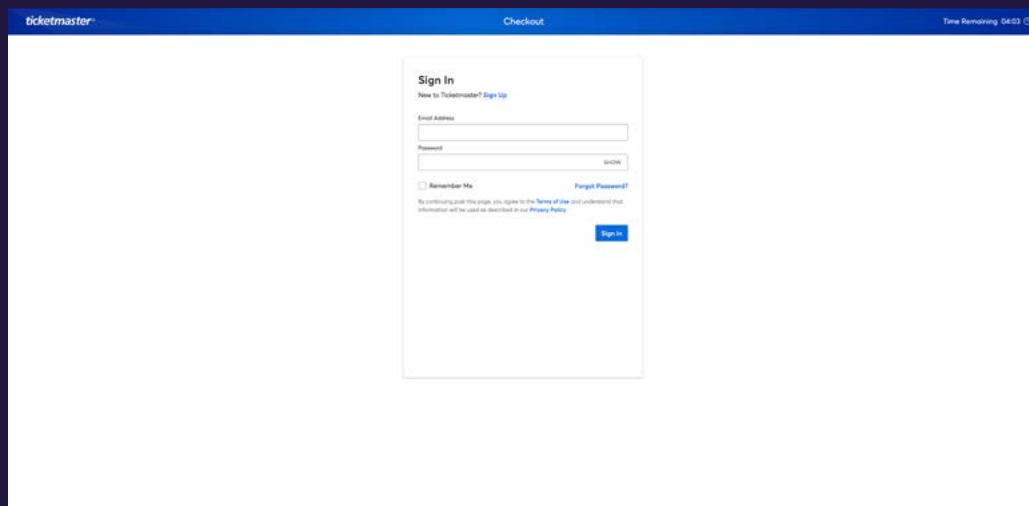


The screenshot shows the Ticketmaster website's delivery selection page. At the top, it says 'Beauty And The Beast (Australia)' and 'Fri 03 November 2023 @ 07:30PM, Capitol Theatre, Sydney, Haymarket, New South Wales'. Below this, there's a 'Delivery' section with two options: 'Australia' (selected) and 'Other Country'. Under 'Australia', there are two radio button options: 'Mobile - No additional charge' (selected) and 'Venue Pickup - No additional charge'. A small note below says 'A handling charge per order is applied when applicable in addition to the delivery price per order listed above.' To the right, there's a 'STALLS' section with a visual representation of the theatre seating. Below that, an 'Order Details' table shows: '1 Standard Ticket' for 'AU \$110.00', 'Delivery' as 'FREE', and a 'Subtotal' of 'AU \$110.00'. A green 'Next' button is at the bottom right.

If I select VENUE PICK UP, I will need to physically go to the Box Office on the day of my performance to pick up hard copy tickets. Sometimes there might be a line in front of the Box Office and I will need to wait my turn. It is a good idea to arrive at the theatre a little earlier.

If I select MOBILE I will be emailed confirmation of my order, but this is not a ticket. My ticket will be available in the Ticketmaster app on my phone. I will need to log on to my Ticketmaster account to check my ticket is sitting in my account. I can choose to add to my mobile wallet. I will not be able to print my ticket. On the day of my performance, I will use my phone to show my tickets to staff at the venue. I can visit the [Ticketmaster](https://www.ticketmaster.com.au) website for more information on mobile tickets.

- In the next step of the online booking process, I will be asked to sign into my Ticketmaster account. If I don't have an account I must sign up.



The screenshot shows the Ticketmaster checkout page with a 'Sign In' form. The form has fields for 'Email Address' and 'Password'. Below the password field is a 'Remember Me' checkbox and a 'Forgot Password?' link. At the bottom of the form is a blue 'Sign In' button. The page header includes 'ticketmaster', 'Checkout', and a 'Time Remaining: 04:53' timer.

- Remember, my chosen email and password are the log in details I will need if I chose to receive my tickets via mobile, so it's a good idea to try and remember what email address and password I use to book my tickets.

Success – I've booked my tickets! I will take note of the performance date and time as a reminder, and I can start getting excited.

STEP THREE

PLANNING MY TRIP TO THE THEATRE

What to bring

- If I am bringing a bag, it should be smaller than an A4 piece of paper. Staff at the theatre may ask to look in my bag, but I don't need to worry as this is just a quick safety check!
- If I need to bring a bigger bag, I can drop this off at the theatre's cloakroom before my performance. The cloakroom is located in the foyer. There are instructions on how to find the cloakroom location under Step Four of this Visual Story.
- I can pack any coping tools that will help me at the theatre, such as earplugs or dark glasses.
- The seats in the theatre are velvet. If that will make me uncomfortable, I might want to pack something to cover the seat such as a blanket or jacket to sit on.

What to wear

- Many people wear smart casual to the theatre or dress up to make it a special occasion. Some people may 'Disneybound', that is, dress in outfits dedicated to their favourite Disney character. I am welcome to wear whatever I am most comfortable in and would wear in other public settings, such as what I would wear to a restaurant.
- I won't wear hats inside the theatre, so I don't get in the way of the view of the people sitting behind me.

How to get there

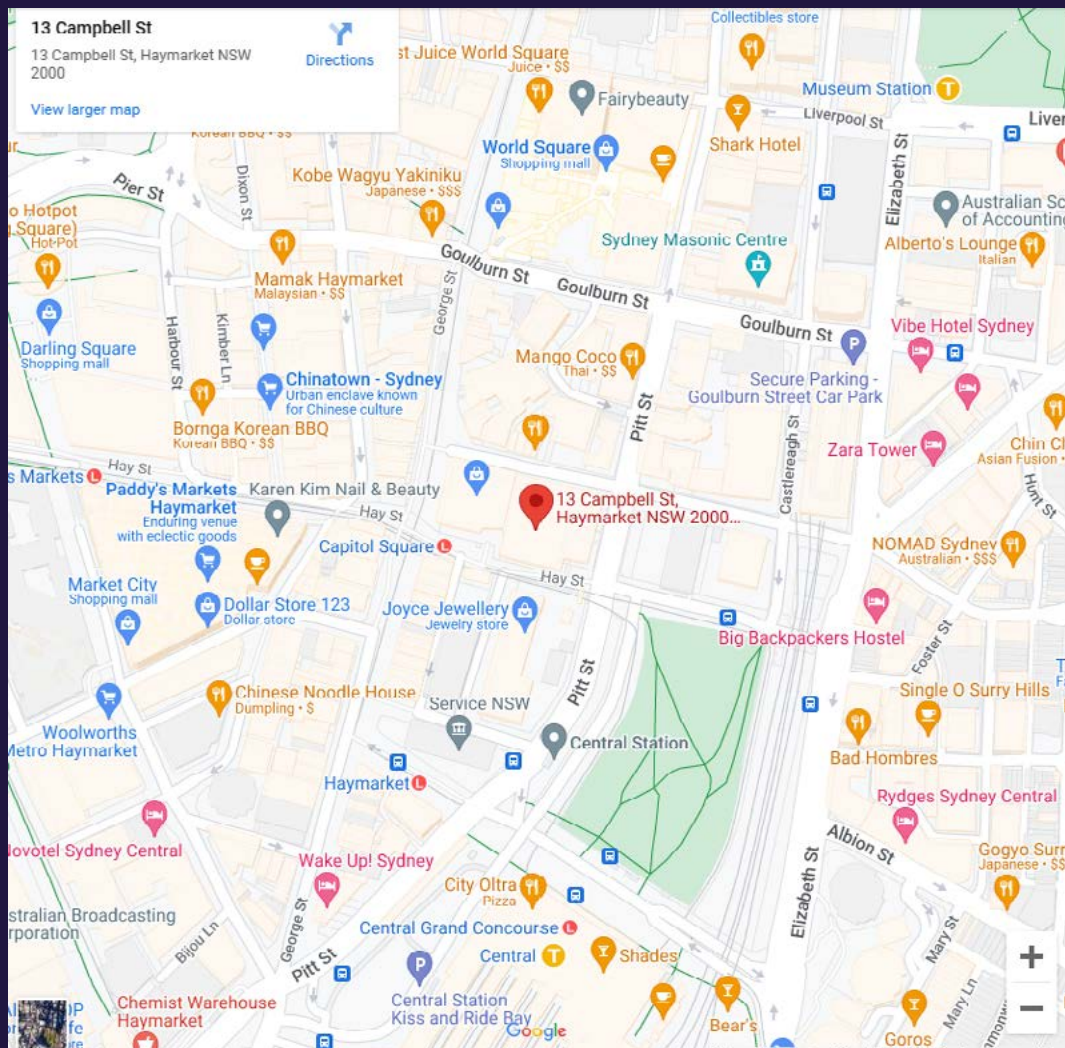
The Capitol Theatre is located at 13 Campbell St, Haymarket, NSW and can be accessed via public transport, taxi or car (with parking nearby).

- There is some useful information on the **Capitol Theatre** visit webpage to help me plan by travel.
- If I am being dropped off before the performance or picked up after the show, this can be done in front of the theatre on **Campbell Street**. Note that this street is closed off at the end of the street, so lots of cars will be turning around here and it can get quite busy.

Notes about Public Transport:

- Train – The closest two train stations are Town Hall and Central. Walking from Town Hall takes 5 minutes longer than from Central, however is easier to navigate and a smaller, less chaotic station, so may be preferable.
- Light Rail – There are two tram stops within a block of the Capitol Theatre, these are Capitol Square and Chinatown.
- Car parking – Suggest parking at **Market City Car Park** or **Goulburn Street Parking Station**. The **Capitol Square** car park next door to the theatre has limited allocation and often reaches capacity.

STEP THREE PLANNING MY TRIP TO THE THEATRE



Planning when to arrive

I can decide what arrival time suits me. It is recommended to arrive at the theatre between 1 hour to 15 minutes before my performance is scheduled to begin. It is a good idea to give myself enough time to find my seat and get settled before the performance begins.

- If I would like to arrive as early as possible, the external doors to the theatre usually open around 1 hour prior to my performance start time. I can enter the foyer when the external doors are open. Loud pop music is often played in the foyers before the show.
- If I want to go straight to my seat inside the auditorium and not spend too much time in the foyers, the auditorium doors open about 30 minutes prior to the start of the performance.

Food & drink

If I would like to eat before the show, there are many restaurants nearby and some familiar chains such as Subway and Starbucks. Full meals are not provided at the theatre, but snacks (including popcorn) and beverages are available to purchase. If I need to I can bring snacks with me, but I will try not to rustle food packaging too much when I am watching the show. I will not bring any hot food into the venue.

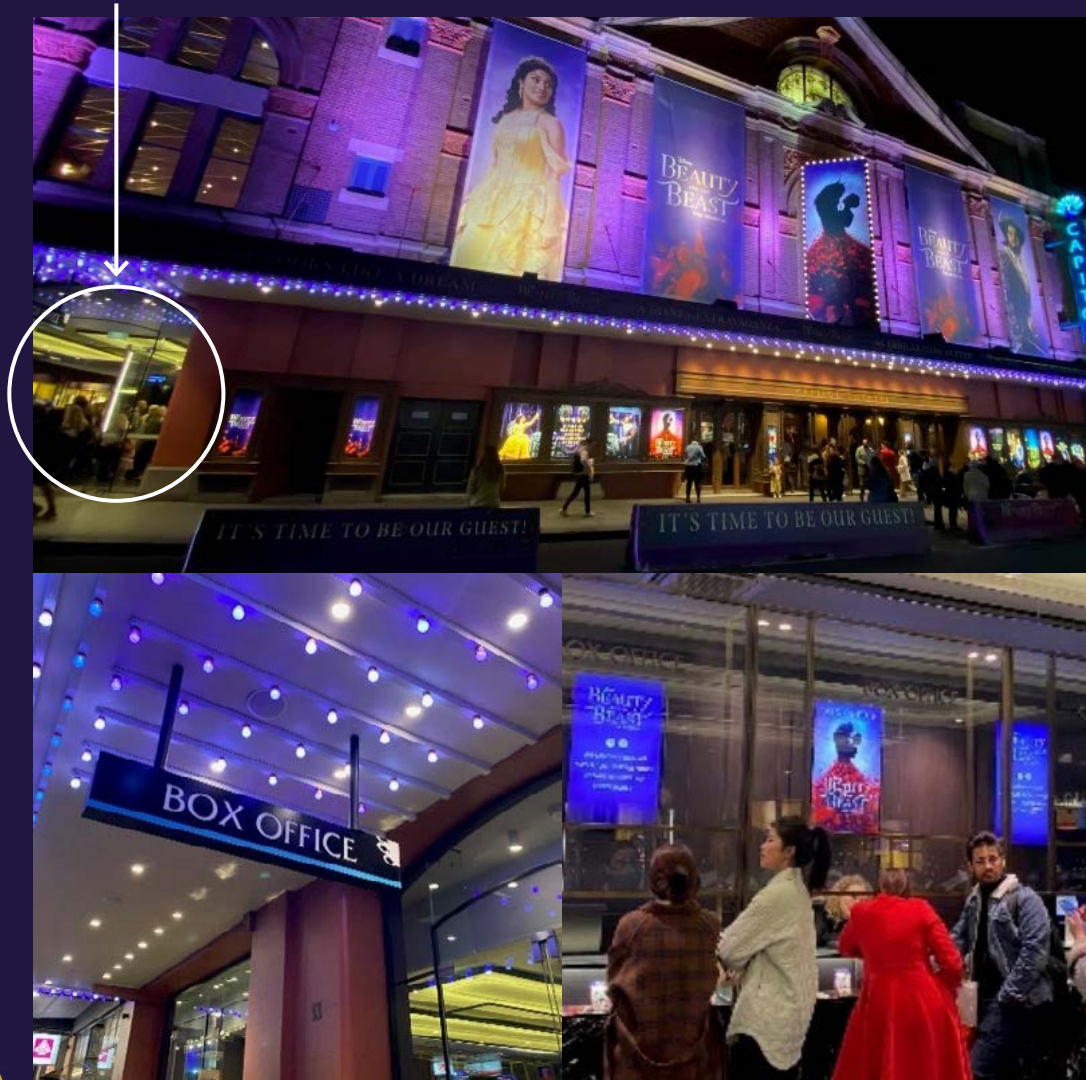
STEP FOUR

ARRIVING AT THE THEATRE

- When I arrive at the theatre, there will likely be lots of people outside, being dropped off or taking photos outside the theatre.
- Looking at the building there will be doors to my left under a sign that says BOX OFFICE.
- There will also be several double doors that lead into a more ‘heritage looking’ foyer. I am welcome to enter the venue via any of these doors.

Do I need to collect my tickets?

If I selected VENUE PICKUP when I purchased my tickets, then it is a good idea to go to the BOX OFFICE as soon as I arrive at the theatre. If I am on the street facing the theatre, the door is on my left. I may need to line up, and the staff will ask for the name of the person who booked the tickets.



STEP FOUR ARRIVING AT THE THEATRE

Do I need to store anything in the cloakroom?

- If I have a bag with me that is bigger than an A4 piece of paper, I will need to store this in the cloakroom. I can also store things that I don't want to carry around with me, such as a jacket.

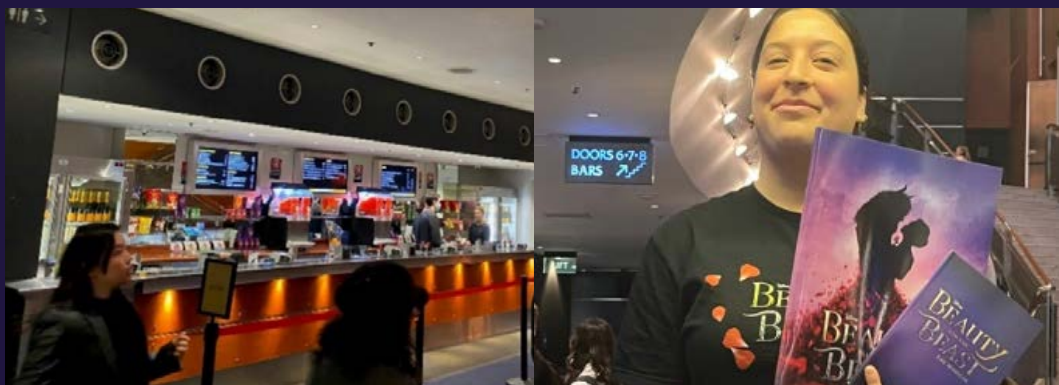
The easiest way to get to the cloakroom is to enter from the street into the 'heritage looking' foyer. The staff member at the cloakroom will ask me for my mobile number, and I can pick up my items after the show has finished.



If I decide to keep my bag with me, a staff member may ask to look inside it, just as a quick safety check.

Do I want to purchase a drink or snacks?

There are food and beverage bars upstairs and downstairs in case I want to purchase food or drinks before the show or during the interval break. There are three bars downstairs and two upstairs, so there are options in case of long queues.



Do I want to purchase any merchandise?

There are two merchandise stands downstairs (one near the Box Office) and one merchandise stand upstairs. These will be open before the show, at interval and at the end of the show.

Staff may yell the word 'programs' to encourage me to purchase a program. I don't have to do this, and I can simply walk past them.

To see what merchandise will be available to purchase, I can visit the [Playbill](https://www.playbill.com) website.

STEP FOUR ARRIVING AT THE THEATRE

Photo opportunities in the foyer

I might want to take a photo in front of the big rose wall, which is located upstairs in the more 'modern looking' foyer. Sometimes there can be quite a few people lining up to take photos, so it's good to know that this is available at interval and after the show.

What if I, or someone in my group, gets lost?

When I see this giant rose wall, it might be a good idea to suggest to my friends/family that this be the meeting place in case someone gets lost. I can also always ask a member of staff for assistance.

What if I need to go to the toilet?

Toilets are located downstairs and upstairs. There are two bathrooms downstairs and two upstairs. The accessible bathroom is located downstairs. I can approach a member of staff (wearing red or black) if I need assistance.

- It's best to go to the toilet before the show starts, that way I won't miss any of the exciting things that happen on stage!
- NOTE – There are hand dryers in all bathrooms.



If I need help

- If I need assistance at any point, I am most welcome to approach a member of staff.
- Staff at the Capitol Theatre wear either red long coats, or shorter black coats with gold trim.
- All I need to do is approach an available member of staff and say something like "Excuse me, can you please help me? How do I... / I need help with... / I have a question about..."

If I need a quiet space

- Before the show starts, or at interval, I can go outside the venue to get away from the crowds.
- During the show, I can get up from my seat and head to the closest door. An usher will assist me and show me to the foyer.

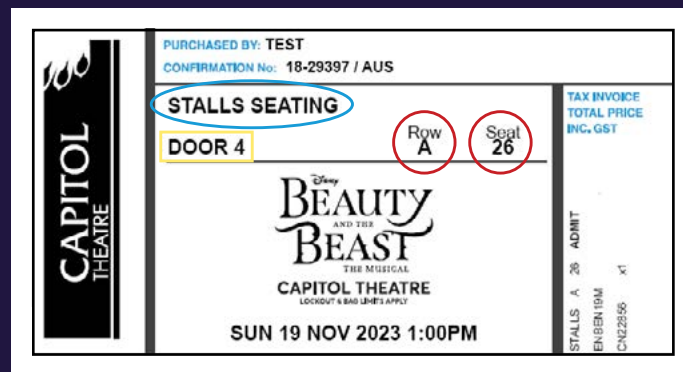
STEP FIVE

READY TO TAKE MY SEAT

The auditorium, the space where I will sit and watch the show, will open 30 minutes prior to the performance start time. Now is a good time for me to find my ticket or open my phone and have it ready on screen, with the brightness up.

When the performance is about to begin, a repeated bell sound will play over the speakers in the foyer. This tells everyone that it is time to take your seat.

- My ticket gives me the information of how to find my seat in the auditorium. The below is a sample ticket, and my ticket will look a bit different.



- The blue oval shows me that my ticket will either say STALLS (downstairs) or DRESS CIRCLE (upstairs) so I know what level I am sitting on, and therefore which level I need to go and enter the auditorium from.
- The yellow rectangle shows me that my ticket will include a DOOR number. This is the door that I need to enter from. If I can't easily find that door, I can ask a member of staff for assistance.
- The red circles show me that my ticket will include a row and seat number, so I can find my seat.

When I have found my door, a member of staff (wearing a black or red jacket) will scan my ticket. They will check my ticket and may point me in the direction of my row. I can then look at the seat numbers to locate my specific seat.

- If I would like to put a seat cover or clothing on top of the velvet seats, I will do this now.
- People may have to pass me to get to their seat. I can stand up to make it easier for them to get past.
- Now is also a good time to turn my phone off or turn it to Do Not Disturb mode. Phone use or filming/photography is not permitted during the show. I can use it at interval or after the performance has finished.
- If I am running late and the performance has already started, a staff member will greet me. They'll wait to show me to my seat when there is a suitable break in the performance.

STEP SIX

WATCHING ACT 1 (AND PRODUCTION EFFECTS)

Before the show starts an announcement will be made over the speaker. The theatre will go darker, the audience will stop talking and they may clap. The orchestra (from the pit underneath the stage) will start to play loud music.

At the end of each number, the audience may applaud. I can join in and clap if I want to.

If I am sensitive to loud noises, bright lights and other production effects, there are a few moments in Act 1 that I might want to know about in advance so that I can prepare my coping tools:

- About one minute into the show, the enchantress appears after the narrator says ‘the old woman’s ugliness melted away’ and very bright strobe lights flash at the audience.
- Part way through the song ‘Belle’ the townspeople clump together and point out Belle is ‘nothing like the rest of us’. Gaston makes his entrance and a gunshot noise is heard. Theatrical smoke comes out of the gun, but it is a prop (not a real gun).
- When Belle’s father (Maurice) goes to the fair, he is chased by some wolves. Flashing lights, loud noises and projections are used to create a scary scene.
- Lumiere has flames that come out of his candlesticks – this is controlled fire that is safe.
- When the enchanted objects first meet Maurice, the Beast roars and speaks loudly but you can’t see him just yet. When he makes his entrance, lights flash. He roars to scare Maurice.
- About 30 minutes into the show, Maurice is trapped in the dungeon. The Beast growls from the shadows and this loud sound comes out of speakers behind you. He also growls loudly at Lumiere.
- When Belle is locked in her room, Mrs Potts comes to visit. They are surprised by Madame (Wardrobe) who yells ‘careful!’ very loudly. Her voice can get quite high pitched when she’s excited.

Gaston – Musical Number

- At the start of this musical number a rope is used to create a temporary boxing ring. After the ensemble sing “Give five hurrahs, give twelve hip hips..”, a bell is sounded.
- When the ensemble brings out pom poms, Le Fou blows a whistle.
- When the pom poms disappear, a fake knife is thrown into a barrel. Gaston then uses a fake prop gun that shoots out smoke.
- After Gaston throws a frisbee, the female ensemble dance with tambourines.

STEP SIX

WATCHING ACT 1 (AND PRODUCTION EFFECTS)

- The male ensemble jump on the bar to retrieve some beer mugs. The dancers then clink these mugs together as they dance. This produces lots of loud, sharp noises for the next 4 minutes or so.
- During this dance sequence the ensemble start to sing “..no one shoots like Gaston”. Gaston shoots smoke out of a fake prop gun.
- Back in the castle the Beast asks Cogsworth where Belle is. He growls at her loudly.
- After trying to convince Belle to eat dinner with him, the Beast growls loudly.

Be Our Guest – Musical Number

- A very sensorily intense number: a bright curtain drops on the stage and bright lights flash around the arch of the stage.
- During the tap section lights continue to flash and change colour. There is particularly strong lighting near the end of the number after the ensemble sing ‘while the candlelight’s still glowing, let us help you, we’ll keep going...’.
- Near the end of the number champagne bottles are brought on to stage. These shoot steam and make a noise as they do so.
- To end the number, lights flash intensely and confetti streamers land on the audience sitting downstairs (in the Stalls). These aren’t cleaned up until after the show.
- After the ‘Be Our Guest’ musical number, Cogsworth gives Belle a tour of the castle. Beast gets angry and throws the meal he has organised for Belle, which makes a loud noise.
- A few moments later, Belle discovers the rose. Beast yells ‘don’t touch that!’ and the orchestra gets very loud.
- To end Act 1 the Beast sings ‘If I Can’t Love Her’. As he rotates around the stage, the orchestra again plays very loudly.

STEP SEVEN

INTERVAL

Act 1 usually runs for about 1 hour 20 minutes. The Beast sings 'If I Can't Love Her' and after this there will be an interval (a 20-minute break). The lights in the auditorium are turned back on.

- If I need to go to the toilet, it is a good idea to go and line up now as there will be a queue.
- I may also wish to purchase food or drink, purchase merchandise or take a photo in the foyer.
- I can also stay in my seat in the auditorium if I would prefer.

A repeated bell sound will play throughout the foyer when Act 2 is about to start, so I'll know when the show is about to recommence. The orchestra will again start to play loud music and the lights in the auditorium will be turned off once again.



STEP EIGHT

WATCHING ACT 2 (AND PRODUCTION EFFECTS)



Act 2 (the second half of the show) usually runs for about 50 minutes.

If I am sensitive to loud noises, bright lights and other production effects, there are a few moments in Act 2 that I might want to know about in advance so that I can prepare my coping tools:

- The first scene of Act 2 is similar to the wolves scene in Act 1. Again flashing lights, loud noises and projections are used to create a scary scene. The Beast also roars loudly.
- Part way through the musical number 'Human Again' the Beast yells 'Oh yes!', after this line the orchestra gets much louder.
- When the townspeople arrive at Belle's cottage, Gaston grabs a pitchfork and 'The Mob Song' begins. The orchestra gets very loud, and pitchforks and fire are used on stage. Lights flash to create 'lightning' and rain, and loud thunder noises are made.
- When Gaston bangs on the castle's front door, loud noises are made.
- When Gaston and the Beast fight, lights flash and stage violence takes place with loud sound effects. A prop knife is used. Significant strobe lighting flashes at the audience.
- After Belle sings to an injured Beast, lights start to twinkle, and strong strobe lighting flashes at the audience.
- After Chip reunites with Mrs Potts the ensemble enter the stage – the vocals and orchestra can be quite loud. The audience around you may start to applaud loudly.

STEP NINE

END OF THE SHOW

Once the show has finished, the cast will perform what is called the 'curtain call' or the 'bows'. Each actor will walk to the front of the stage and bow. The audience will clap loudly and some may even stand up. I can join in and applaud if I want to, but I don't have to.

- The lights will turn back on, the orchestra will continue to play for some time, and the entire audience will start to walk out of the auditorium.
- If I would prefer not to exit with the crowd, I can wait in my seat for the crowds to disperse. If other people are walking past me to leave, I might stand up to make it easier for them to exit.
- I will remember to check that I have all my belongings before I leave the auditorium.

STEP TEN

LEAVING THE THEATRE

If I have left anything in the cloakroom, I will pick it up before leaving the theatre. I can walk out any venue door as I leave. If I am getting picked up, most people get picked up outside the front of the theatre on **Campbell Street**. If I would prefer a less busy location, I might choose to cross Pitt Street and walk down Campbell Street. Otherwise, I can take public transport home or return to my car in the carpark.