

A VISIT TO FESTIVAL THEATRE TO SEE



Disney

BEAUTY AND THE BEAST

THE MUSICAL

A Visual Story

Step-by-step, what to expect when you see a Relaxed Performance of Beauty and the Beast on June 14, 2025. If you are attending another performance, please refer to the General Performance Visual Story and the [Accessibility and Inclusion](#) page on our website.

STEP ONE

BEFORE I BOOK TICKETS

I think I would like to go and see Disney's Beauty and the Beast the Musical at Festival Theatre in Adelaide, and I'd like to book tickets to the Relaxed Performance offered on June 14, 2025. Before I decide to book these tickets, there are a few things I should know.

A relaxed performance aims to create a more inclusive space where everyone feels comfortable to enjoy the show.

At this performance I am encouraged to be completely myself during the show.

The people around me may make sounds, move around, fidget or use noise cancelling headphones, and I can do this too.

Based on an assessment by Aspect (Autism Spectrum Australia) and Autism SA staff, modifications will be made to the show, foyers and the entire experience, to consider and care for me and others who may need specific supports. There will be extra staff on hand and dedicated quiet areas.

It's important to note that there are still production effects and sensorily significant moments in the show at the Relaxed Performance.

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.

Before the performance a pre-show welcome will take place to introduce the volume of the orchestra, some of the characters and sensory-significant scenes.

During the performance, nuanced adjustments will be made to both the lighting and sound levels to accommodate sensory sensitivities. However, where adjustments cannot be made, or a significant sensory moment will still occur, a pre-warning light system will be used so I can prepare myself, e.g. put on my noise cancelling headphones or shut my eyes. More information about this lighting system is included in the following page.

The relaxed performance of Beauty and the Beast contains theatrical smoke, fog effects, gunshots, stage violence and strobe lighting. The pre-warning light system will flag some of these effects. I can bring along any tools to help me cope with these effects, such as headphones, ear plugs or sensory toys.

The show runs for approximately 2.5 hours

- Act 1 (the first half of the show) usually goes for about 1 hour 20 minutes.
- Then there is 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.

STEP ONE BEFORE I BOOK TICKETS

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 tools.

The auditorium is filled with lots of seats, so I will be surrounded by lots of people.

If I would like to move seats during the Relaxed Performance, I can speak to a member of staff and ask for assistance.

While the traditional rules of 'theatre etiquette' will largely not apply at the Relaxed Performance, I will still need to remember:

- I cannot take photos of the show or film during the show.
- My bags may be inspected as I go into the theatre – this is just a quick safety check!

If, after reading the above, I would prefer to attend a general performance, I can read the General Performance Visual Story.

STEP TWO

BOOKING TICKETS

I can visit

If I would prefer to book in person, I can visit the Ticketek Box Office, in the Stalls foyer of the Festival Theatre. Information on how to get to Festival Theatre and opening hours can be found on their Website:

<https://www.adelaidefestivalcentre.com.au/your-visit/festival-theatre>

I can phone

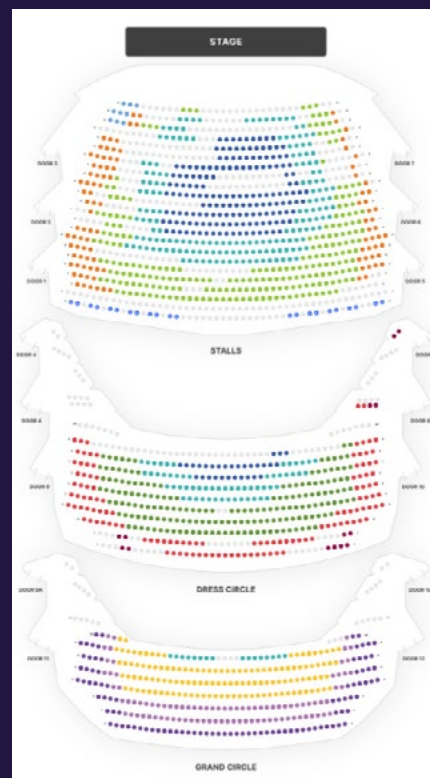
If I would prefer to make a booking by phone or need to make a wheelchair or companion card booking, I can call Ticketek on 131 246 to talk to a person who can also answer any questions I have about the performance and the venue.

I can go via the website

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

- Visit the Beauty and the Beast the Musical Website (www.beautyandthebeastmusical.com.au)
- Click the yellow **TICKETS** button on the homepage
- I will be directed to the Ticketek show page. Click through the calendar to browse the dates available and select the time/date I would like to attend. Use the arrows on the calendar to move to another month.
- Once I have selected the date I want, I will click on the date in the calendar and the seating chart with the available seats will appear. If I am booking tickets on my laptop or desktop computer, a screen that looks like this will appear:

The different colours mean the seats are different prices. The colours show me the different prices for seats, the grey circles mean the seat is already sold. I can use the plus + and minus - signs at the bottom of the screen to zoom in or out of the map for a better view. If I hover over a seat with my mouse I can see the price, and the rows and seat numbers. If I would like to sit downstairs at the theatre, I'll click on a seat in the Stalls section (closest to the stage). If I want to sit upstairs, I'll click on a seat in Dress Circle (in the middle section of the seating map) or Grand Circle (at the bottom section of the seating map). Noting that Dress Circle and Grand Circle are higher up in the theatre than the Stalls



STEP TWO BOOKING TICKETS

When I have decided where I would like to sit, I can click on the seats I want and then click **NEXT** at the bottom of my screen.

I then click **CONTINUE TO CHECK OUT** at the bottom of my screen.

This takes me to the payment screen where I can choose what type of tickets I want.

- If I choose **PRINT AT HOME**, I will be emailed my tickets, and I can print them to bring to the theatre when I see my show or show them on my phone.
- If I choose **MOBILE TICKETS**, I will be texted my tickets via SMS to show on my phone when I come to the theatre.

| SECTION | ROW | SEAT | TYPE |
|-----------|-----|------|----------|
| STALLS-2 | R | 5 | Admit |
| SUB-TOTAL | | | \$130.00 |

Choose a delivery option*

| | |
|--|-------------------|
| <input checked="" type="radio"/> Mobile Ticket | No Additional Fee |
| <input type="radio"/> Print-At-Home (PDF) | No Additional Fee |

I then fill in my details. I enter my credit card, my name, email address, phone number and shipping address.

I will see my order number confirming my booking. I write this down and check my email to see if I have received my order confirmation. If I don't receive the email after making my booking, I can call Ticketek Contact Centre on 131 246 and they will assist me with my booking.

I can now add the start time and date of my performance to my calendar.

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!
- I can pack any sensory tools that will help me at the theatre, such as earplugs or dark glasses.
- The seats in the theatre are a textured upholstery fabric. 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 come as '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 block the view of the people sitting behind me.

How to get there

Festival Theatre, Adelaide Festival Centre, is located on the western side of **King William Road**, approximately 200 metres north of the **North Terrace intersection**. It's part of the Riverbank precinct, adjacent to **Elder Park & Festival Plaza**.

- There is some useful information on the ['Your Visit'](#) page on the Beauty and the Beast the Musical website to help me plan my travel.
- If I am being dropped off before the performance or picked up after the show, this can be done along **King William Street**
- There are traffic lights that can help me safely cross the road to Festival Theatre.

Notes on Public Transport:

The closest station is **Adelaide Railway Station**, which is right next door, and the tram stops in front of the train station on North Terrace and in front of Festival Theatre on King William Rd, where the theatre can then be seen.

Most of these options only require a very short walk. Visit [Adelaide Metro](#) to plan your journey.

Car Parking:

The most convenient parking option for visitors to Festival Theatre is the **Adelaide Convention Centre Riverbank Car Park**, which can be [booked here](#). Once you've parked, the eastern lift will take you to the promenade level where it's a short walk to the theatre.

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:

There are many restaurants nearby Festival Theatre and in close walking distance. Festival Theatre also has a restaurant and bar available in the Stalls Foyer and Dress Circle foyer with snacks and beverages 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.

STEP FOUR

ARRIVING AT THE THEATRE

- When I arrive at the theatre, there will likely be lots of people moving around on the ground floor out the front of the theatre. The main entrance is off King William Street, however I can access the theatre via Riverbank (Walk of Fame) or Dress Circle Foyer via the stairs at King William Street. There are Beauty and the Beast photo opportunities that I can stand in front of to take a photo. There may be other people lining up to take photos as well and I may need to wait for my turn.
- I will also see Festival Theatre staff in black uniforms with black long pants and black vests and they will be wearing name tags. These staff are there to help me and will be very happy to help me with directions. If you have any questions about directions, please do ask as they will be more than happy to help.
- Festival Theatre has many levels, stairs and corridors and can be hard to navigate. Please do ask staff for assistance to find your seat.



STEP FOUR ARRIVING AT THE THEATRE

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. Once I arrive at the theatre, I can collect my tickets from the Box Office at the **Ticketek outlet in the Stalls foyer**. The Box Office Outlet will open two hours prior to the commencement of each performance. Please do allow extra time in your planning in case there is a queue.



Do I want to purchase a drink or snacks?

There are food and beverage bars on the ground level of Festival Theatre and on the Dress Circle level in case I want to purchase food or drinks before the show or during the interval break.



Do I want to purchase any merchandise?

The main merchandise stand located in the Stalls foyer of Festival Theatre and will be open before the show, at interval and at the end of the show. There is also a display of merchandise upstairs in the Dress Circle foyer and a small stand to buy programs on the ground floor near the main entrance and box office.

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 website](https://www.playbill.com.au).



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 in the Stalls foyer near the Riverbank entrance. Sometimes there can be quite a few people lining up to take photos, so its good to know that this is available at interval and after the show when it will be less busy.

I might need to wait my turn if there are other people in the line.

I might also like to take a photo at the shoot and share wall in the Stalls foyer near the Quartet Bar. This area might also be very busy with lots of people and I might have to wait my turn in the line too.



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. I can also talk to any of the staff in black uniforms with name tags as they have radios that they can talk with all other staff and may be able to help me.

What if I need to go to the toilet?

Toilets are located on all levels of Festival Theatre and there are signs directing me to where they are. I can also ask Festival Theatre staff in black uniforms to help me find where I need to go. There are multiple accessible bathrooms at Festival Theatre, they are located on Ground Floor.

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.



STEP FOUR ARRIVING AT THE THEATRE

If I need help

If I need assistance at any point, I am most welcome to approach a member of staff. Staff at Festival Theatre wear black pants with a matching black shirt with the Adelaide Festival Centre branding. They also wear name tags so you know who they are. Staff volunteering their time at the Relaxed Performance will be wearing white t-shirts, Aspect staff will be wearing red t-shirts and Autism SA will be wearing black t-shirts. 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

If I need a quiet space, bean bags and stim toys will be available in the Gallery II and JB Room, accesible from the foyer of the Stalls. Note - Gallery II is not a completely enclosed room and there will be some ambient sound.

The area is screened off for privacy and will be staffed at all times. Any persons under 16 need to be supervised by a parent or guardian at all times. A TV screen will display a live feed of the performance (with no sound).

If, for any reason, a person is in need of an even quieter space, there is a viewing room available onsite with a window into the theatre that can be accessed by talking to one of the Aspect staff members (wearing a red t-shirt).

Please note that this room has limited spacing. During the show, I can simply get up from my seat and head to the closest door. A member of staff will be there to assist me.

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 or GRAND 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 oval 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 will ask to see my ticket. They will check my ticket so if I have a printed ticket I should have it ready, if I have my ticket on my phone, I should have my phone open and ready to show the staff member. The staff member will 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 textured upholstery 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.



STEP FIVE

READY TO TAKE MY SEAT



- They'll wait to show me to my seat when there is a suitable break in the performance.
If I am late, I may have to wait until there is a break in the performance so I can enter with minimal disruption. A Festival Theatre staff member will help me enter the theatre as soon as possible.

STEP SIX

WATCHING THE PRE-SHOW WELCOME

At approximately 1.30pm a pre-show welcome will take place. Signage in foyers and the auditorium will tell me when this is about to begin. I will sit in my seat and a person with a microphone will say hello from the front of the auditorium.

They will then:

- Talk a bit about why we are all gathered here today at a Relaxed Performance
- Show how the character of Lumiere uses flames during the performance. This is controlled fire that is safe.
- Introduce 'Gaston': the actor playing Gaston will introduce himself and some of the props he uses. He uses a prop gun that is not real.
- Introduce 'Beast': the actor playing Beast will introduce himself and say that he wears stage make up and prosthetics, so he's nothing to be scared of. He might demonstrate how he growls during the show.
- Introduce the 'pre-warning' light system. The host will point to the lighting board in front of the stage that will look something like this:



STEP SIX WATCHING THE PRE-SHOW WELCOME

Blue Light = Visual Warning

A blue light tells me that something intensely visual is about to happen on stage (e.g. strobe lighting). I can shut my eyes if I would like to.

Green Light = Sound Warning

A green light tells me that something loud or a sudden noise is about to happen (e.g. thunder storm effects or several beer mugs clinking together). I can put on my noise cancelling headphones if I would like to.

- After showing the 'pre-warning' light system, the stage team will demonstrate a sensorily-significant scene: 'the wolves'. Flashing lights, loud noises and projections are used to create a wolf chase scene. The crew will show that this is all stage effects, there are no real wolves to be scared of.
- During this scene the live orchestra (musicians located in the orchestra pit below the stage) will demonstrate the loudest volume they will play to during the performance.

When the pre-show welcome ends the team backstage will need some time (about 5-10 minutes) to reset the stage ready for the show to begin. I can wait in my seat and chat to the people around me while I wait. There will be signage to indicate when the first scene is about to start.



STEP SEVEN

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 SEVEN

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 EIGHT

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 with the Rose Wall, however I should keep an eye on the time and make sure I have enough time to get back to my seat for Act 2.
- 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 NINE

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 TEN

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 ELEVEN

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 theatre on **King William St**. If I would prefer a less busy location, I might choose to walk along the **Walk of Fame** to **Riverbank Carpark**, where there are pick up zones. Otherwise, I can take public transport home or return to my car in the carpark.