

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 the Relaxed Performance of Beauty and the Beast on 18 November 2023. If you are attending another performance, please refer to the [General Performance Visual Story](#).

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, and I'd like to book tickets to the Relaxed Performance offered on 18 November 2023. 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.

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 Autism Spectrum Australia (Aspect) 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 pages.

STEP ONE BEFORE I BOOK TICKETS

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 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!

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. I can also call the Ticketmaster Accessibility line on 1300 446 925.

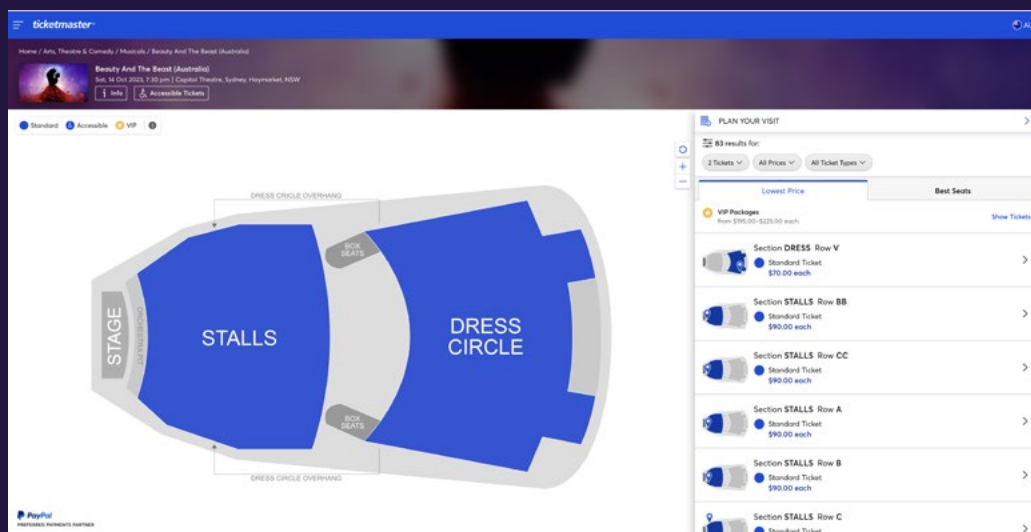


I can visit the Capitol Theatre website to take a [Virtual Tour](#). This allows me to virtually walk through the auditorium before my visit.

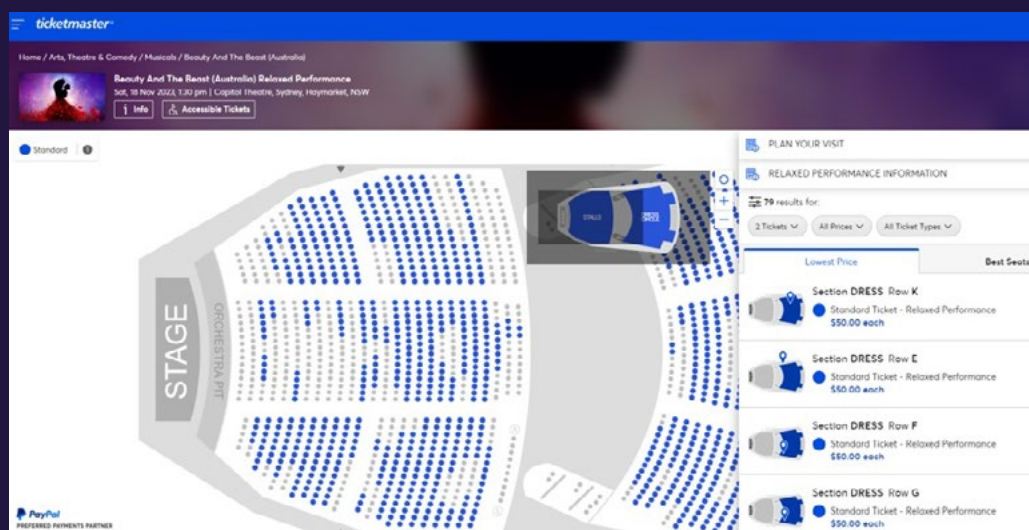
STEP TWO BOOKING TICKETS

If I would like to book tickets online to the relaxed performance of Beauty and the Beast, I can follow the dot points below.

- Visit the [Ticketmaster website](#)
- If I am booking tickets on my laptop or desktop computer, a screen that looks like this will appear:



- If I would like to sit downstairs at the theatre, I'll click on **STALLS** (this area may be more appropriate for families).
- At the Relaxed Performance, sitting in the **STALLS** is better suited for movement.
- 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.
- 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:



STEP TWO BOOKING TICKETS

- Grey circles mean the seats have already been booked by someone else.
- Blue seats are available for me to choose.
- When I click on the seats, the circles will turn green and I will see the price of the tickets. Tickets for the Relaxed Performance range from \$50 - \$120 each.
- 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 will be required to tick the box indicating I am aware that I am booking tickets for the Relaxed Performance. Then I can click Proceed to Buy.

< Event Information

ⓘ You are about to book the Relaxed Performance of Disney's Beauty and the Beast.

At this performance, audience members will be encouraged to be completely themselves during the show - to make sounds, move around, fidget or use noise cancelling headphones.

Based on an assessment by Autism Spectrum Australia (Aspect) staff, modifications will be made to the show, foyers and the entire experience, to consider and care for those who may need specific supports. There will be extra staff on hand and dedicated quiet areas. Before the show, a pre-show welcome will take place (introducing some of the characters, sensory-significant scenes and volume of the orchestra). During the show, subtle changes will be made to the lights and sound.

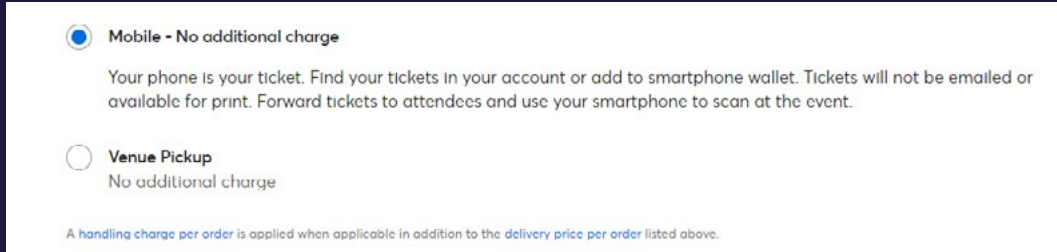
[Click here for more information.](#)

☒ I have read and agree to the above terms

Proceed to Buy

STEP TWO BOOKING TICKETS

- I will then be asked how I would like to receive my tickets.



☒ **Mobile - No additional charge**

Your phone is your ticket. Find your tickets in your account or add to smartphone wallet. Tickets will not be emailed or available for print. Forward tickets to attendees and use your smartphone to scan at the event.

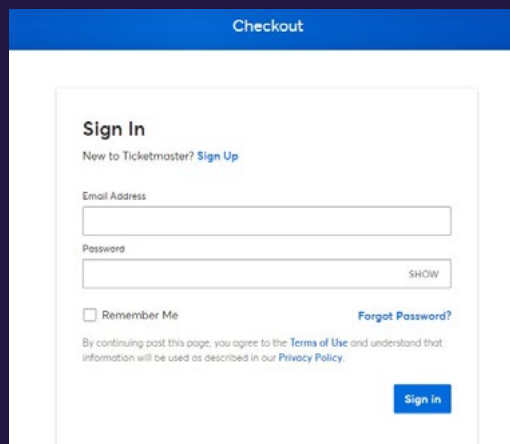
☐ **Venue Pickup**
No additional charge

A handling charge per order is applied when applicable in addition to the delivery price per order listed above.

If I select VENUE PICKUP, I will need to physically go to the Box Office on 18 November (the day of the performance) to pick up hard copy tickets. 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 also 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 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.



Checkout

Sign In

New to Ticketmaster? [Sign Up](#)

Email Address

Password
 SHOW

☐ Remember Me [Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in our [Privacy Policy](#).

Sign In

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.

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 my 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.
- On the day of the Relaxed Performance there will be lots of volunteer staff standing along the footpath to keep everyone safe from the busy road.

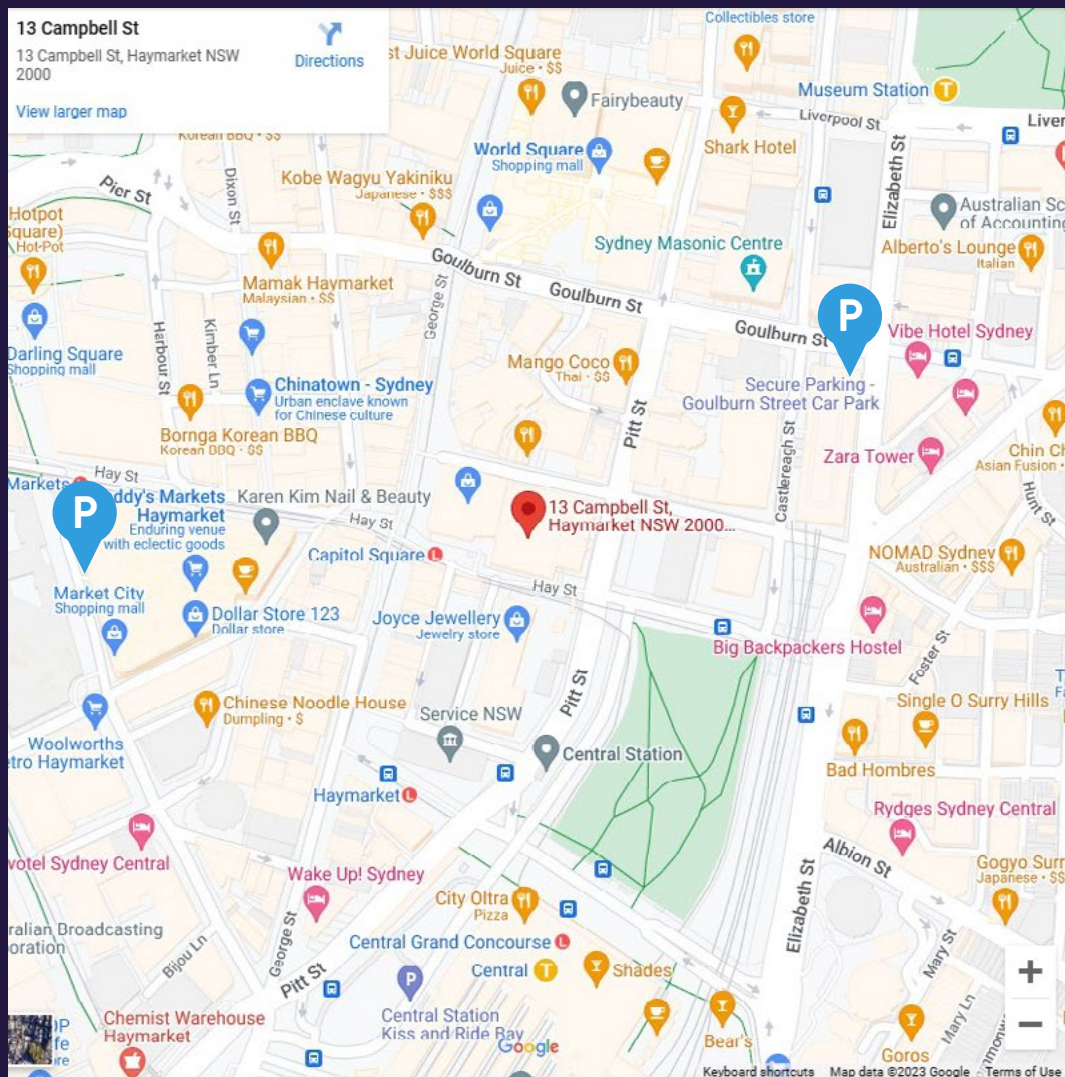
Notes about Public Transport:

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.

STEP THREE PLANNING MY TRIP TO THE THEATRE

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.



Food and 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 not hot food).

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. There will be lots of staff in white or red t-shirts, who will be there to help guide and support me.

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.

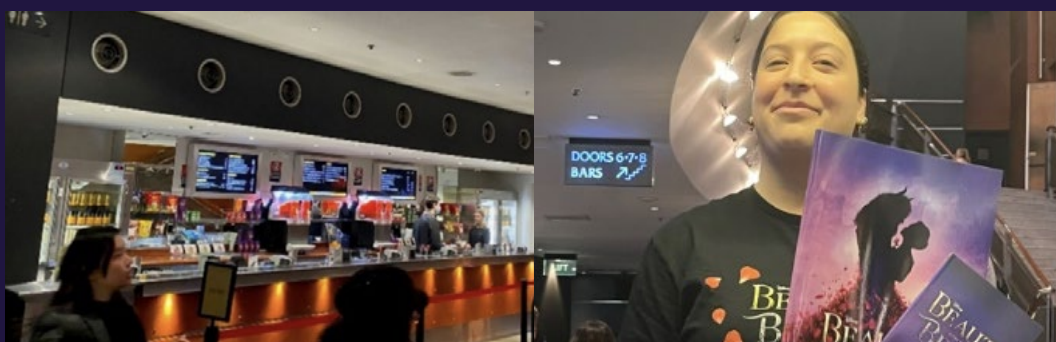
The easiest way to get to the cloakroom is to enter from the street into the 'heritage looking' foyer. The staff member at the cloakroom will ask me for my mobile number, and I can pick up my items after the show has finished.



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.

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

STEP FOUR ARRIVING AT THE THEATRE

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

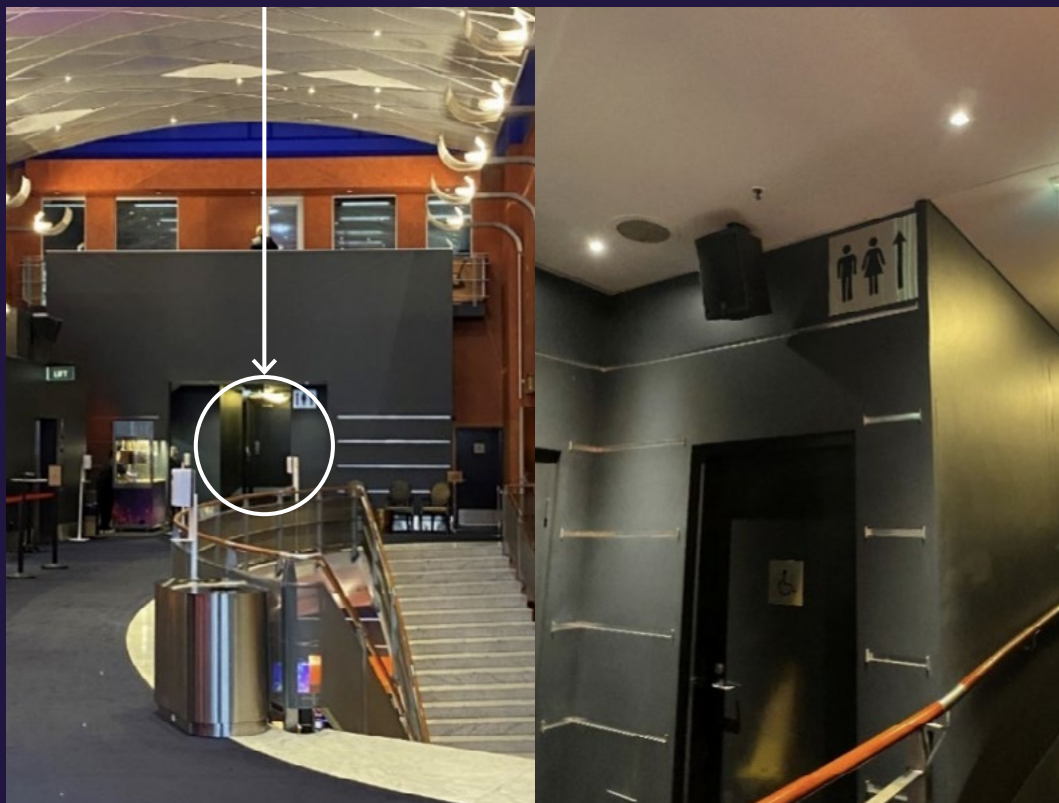
It might be a good idea to suggest to my friends/family that the Box Office downstairs be the meeting place in case someone gets lost. I can also always ask a member of staff for assistance.

What if I need to go to the toilet?

Toilets are located downstairs and upstairs. There are two bathrooms downstairs and two upstairs. Gendered bathrooms and the accessible bathroom are located downstairs. Gender-neutral family bathrooms are located upstairs on the second floor. I can approach a member of staff (wearing red or black or a white t-shirt) if I need assistance finding these bathrooms.

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, but these will not be in use at the Relaxed Performance.



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 the Capitol Theatre wear either red long coats, or shorter black coats with gold trim. Staff volunteering their time at the Relaxed Performance will be wearing white tshirts and Aspect staff will be wearing red tshirts.



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 upstairs to the left of the big rose wall. Note - this 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 smaller secondary room that can be accessed by talking to one of the Aspect staff members (wearing a red tshirt). This secondary space is an enclosed room and will not have any ambient sound.

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.

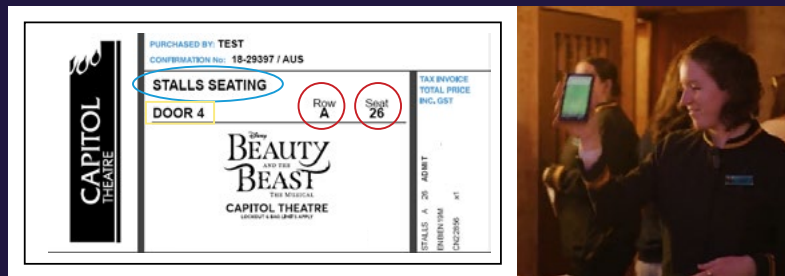
STEP FIVE

READY TO TAKE MY SEAT

The auditorium, the space where I will sit and watch the show, will open approximately 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.

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 circle 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 want 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.
- About ten minutes before the show starts I may hear some instrumental noises from the orchestra pit as the musicians warm up. These won't be too loud and are very occasional.
- Now is also a good time to turn my phone on to silent or Do Not Disturb mode. Filming/photography is not permitted during the show. I can take photos 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 and show me to my seat at a suitable time.

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)

The auditorium lights will dull, but it will not be pitch black during the show. When the first scene is about to begin, signage will be displayed and 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 (the pre-warning light mentioned above will also assist me with this):

- 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. A sneak peek of this scene was shown during the pre-show welcome. 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 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.

STEP SEVEN

WATCHING ACT 1 (AND PRODUCTION EFFECTS)

- After Gaston throws a frisbee, the female ensemble dance with tambourines.
- 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 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 paper streamers may land on the audience sitting in the first few rows downstairs (in the Stalls). These are not cleaned up until after the show ends.
- 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. Theatrical fog may float towards the first few rows of the auditorium.

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 may go slightly brighter.

- 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, drink or merchandise, or take a photo in the foyer.
- I can also stay in my seat in the auditorium if I would prefer.

Staff may approach me in 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 may be dimmed slightly.



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 and the example shown in the pre-show welcome. 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. Strobe lighting flashes at the audience.
- After Belle sings to an injured Beast, lights start to twinkle, and 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 may 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 may become brighter in the auditorium, 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

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.