

Venue Guide FERGUS GRAND THEATRE



Getting to the Theatre

Driving to the Theatre

From Guelph – North on HWY 6 (Tower St in Fergus) into Fergus. Right turn onto St. Andrew street, the theatre is the 2nd building on your right past the TD Bank on the corner.

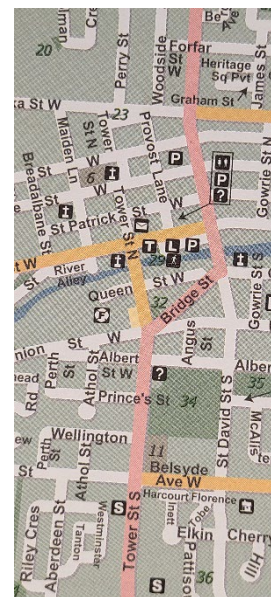
From North of Fergus – Take HWY 6 south into Fergus. Right turn onto St. Andrew street, the theatre is 2 blocks down on the left/south side across from Broderick’s Apparel.

Parking at the Theatre

On-Street parking is available for a limit of 3 hours between 9am and 7pm. After or before those hours there is no limit.

Other Parking – Provost Lane, Church parking at St. Andrew and Tower Streets, South West Corner, Behind CIBC in public lot, Public lot behind Covers on Provost Lane and St. Patrick St W.

All local parking is free and less than a 2 minute walk to the theatre.



Front of the Theatre

Entrance

During a performance the canopy lights will be flashing and the post lights in front of the theatre will be lit.

The front of the theatre is blocked from the road by a balustrade (railing) and there is no wheelchair ramp in front of the theatre.

There is a wheelchair ramp at the corner of Tower and St. Andrew (TD Bank).

If dropping off patrons without accessibility needs, either end of the railing could be used.



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The double door entrance to the building is just left of centre. A wide anti-slip metal path is in front of the railing.

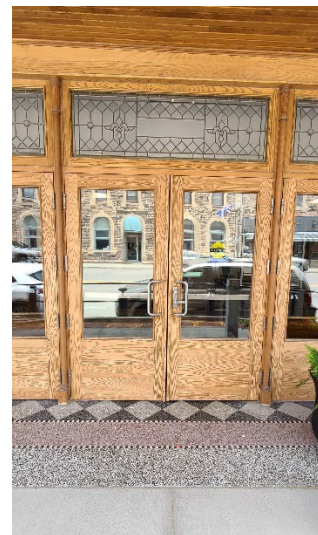
The left hand door is easier to open manually; the right hand door is the accessible door and is heavy.

Along the front of the building the sidewalk changes from cement to Terrazzo which can be slippery when wet or when temperatures are at the freezing point.

The sidewalk changes height to the left and right of the front door area, noted by a planter in the summer.

During the summer we have planters at either end of the building with lighted signs above.

These signs have changing images to display upcoming shows.



The wheelchair button is located on the East side of post which is in front of and to the right side of doors.

The post is approximately 3.5 feet tall and the button is located near the top.

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During a performance the canopy lights will be flashing and the post lights on the road side of the railing will be lit.

Inside the building along the ceiling are pot lights which shine through the stained glass transom windows to the outside.

The sidewalk rises towards the front doors and is level at the entrance.

Traffic on the street and sidewalks may be busy and noisy but not everyone will be coming to the theatre.

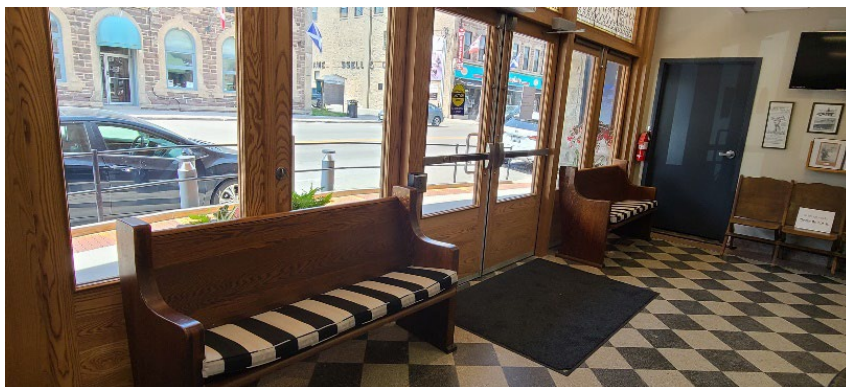


Inside the Building

Lobby

Upon entering the building to the lobby there is a mat to protect the floors from water/salt/ice.

Looking around the lobby you will see evidence of the historic features of the building.



The lobby floors are the original black and white checkered Terrazzo tiles.

Antique wood benches with black and white striped cushions line the front of the door.

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To your left are some original seats from the theatre (built in 1930), an antique candy machine and ticket stand.

Historic pictures and information are displayed above the original theatre seats and a Television mounted on the wall displaying upcoming shows.



Washrooms

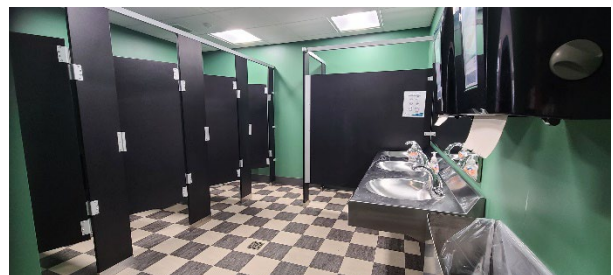
When you enter the theatre the washrooms are straight ahead (the accessible washroom is located at the back right-hand side of the lobby).

The Men's is on the left and Women's on the right.

The toilets, paper towel dispensers and soap dispensers are manual.

The toilets have power flushing and will be loud when you push the lever. The faucets and urinals are automatic.

The toilet seat lids have a cutout at the front.



*Please note there are no changing stations in any of the washrooms.

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Box Office

Walk or roll up to purchase or pickup your tickets.

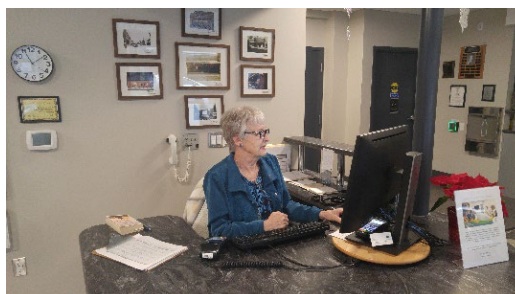
The Box Office Booth offers the ability to roll up and under the counter, 2 speaking points one for mobility device and one for standing.

Forms of payments are VISA, MC, Debit and Cash.

Access to Entertainment cards are accepted to allow a caregiver to attend for free.

Please mention if you require an accessibility spot or a seat that does not require the use of stairs (we have 4 of each).

You will present a physical printed ticket or an e-ticket, on your phone or tablet, for scanning at Theatre doors for the performance.



Coat rack

There is a coat rack to the right of the concession booth if you wish to hang your coat. There is no 'coat check' and no one monitoring the rack.



Concession

Cash only, non-alcoholic beverages, (pop, juice and water, coffee, tea), Cookies, chocolate bars.

Occasionally an event will offer alcoholic beverages.

Green garbage bins are located just in front and to the right of coat check are labelled 'WASTE' and 'Glass, Plastic and Cans' for recycling.

Covered drinks and snacks are allowed in the theatre.

Please dispose of garbage in the 3 green bins at the rear of the theatre as you exit. (Waste, Glass/plastic, Paper/Programs)



Water fountain

The water bottle refill station is located to the left of the concession booth.
The button to activate it is located on the bottom right hand side of the fountain.
The fountain is low, accessible for mobility devices.

Accessible washroom

The accessibility washroom has a push button opener on the wall to the right of the door.

The light on the button is green when the washroom is available and red when occupied and locked.

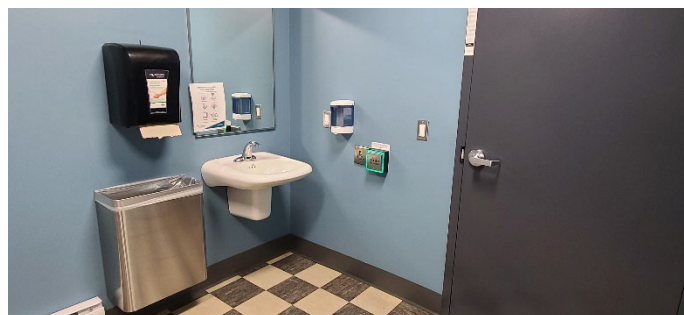
The red button to lock the door is located beside the toilet.

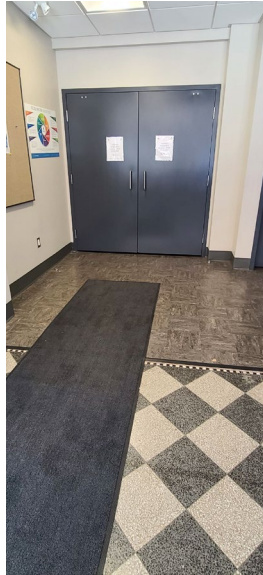


The washroom is very large and allows for mobility devices to turn around.

Bars are available to the side and back of the toilet.

The toilet is a manual flush, the faucet is automatic but the paper towel and soap dispensers are manual.





Double Door Entrance to the House

Leading to the entrance you will notice a carpet runner and the flooring changes from a black and white diamond pattern tile to a grey tile.

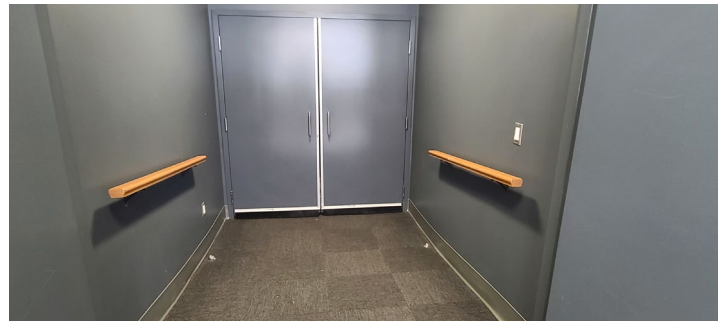
This space is called the 'light lock' and during performances the light is off. The doors are opened one end at a time while the other set is closed.

The use of the double doors is to block the light from the lobby shining into the theatre during the performance.

Light-Lock

Once through the first set of double doors you will notice the flooring has changed to carpet and slopes downwards towards another set of double doors.

There are railings on both sides of the light-lock and the floor is sloped downwards.



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Entering the Theatre



At the 2nd set of doors the House Manager will be wearing a blue lanyard and tag with 'House Manager' on it for identification.

The House Manager will greet you and scan the QR code on your ticket, either a physical ticket or on your phone.

The scanner may make a loud beeping sound if the ticket scans incorrectly.

The House Manager then direct you the left or right hand aisle where the Ushers will be waiting to help you to your seat.

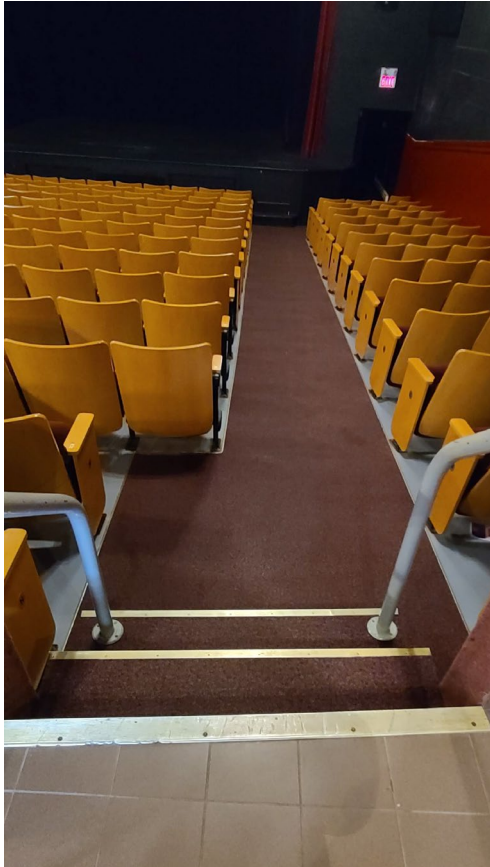
Inside the Theatre



If you have mobility issues, there are 4 accessibility spots across the back of the theatre and some theatre seats to the right side that are on level (no stairs).

The Ushers will be wearing white top and black pants with a blue lanyard and tag that reads 'Usher'.





Seats & Aisles

There are 3 steps down to the seating area/aisle and the stairs are carpeted with metal strips at the edges.

The stairs have small lights on them which stay on during the performance for your safety.

Railings are located on both sides of the stairs but they are not at the same height. Use the one that feels the most comfortable.

The aisle is sloped steeply downward towards the stage, which means everyone can view the stage from their seat.

Mobility Seating

We have 4 seats along back for Wheelchair or small scooters (or 2 seats and 2 companions).

Safety rails are setup when here is a patron at either stair position.

The centre sound section is setup for the sound technician.



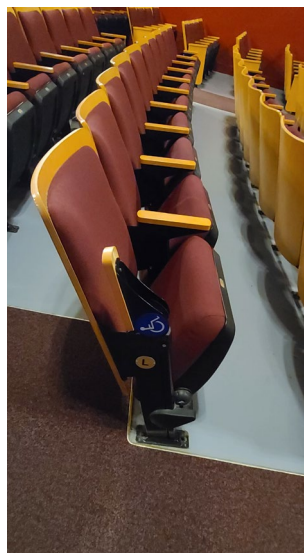
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Seats

The seats fold down and may spring back up, be careful when sitting.

The seats have Aisle letters at the side of the row and seat numbers on the bottom edge of the seat that you can read when the seat is in the upright position.



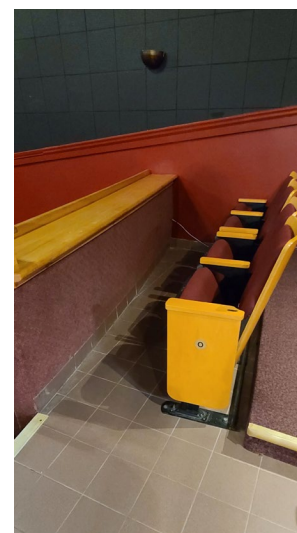
Some aisle seats have arms that lift for easier access.

If you have leg or knee issues, select an aisle seat when purchasing tickets. Row O has seats with more leg room, no step and a small counter.

Booster seats available at the back of the theatre, ask the Usher to retrieve one if you need it.

If you have a Mobility device, walker etc., the usher will place it at the back of the theatre, out of the aisles. Please let them know when you need it. They will return it at intermission and the end of the show.

No devices or bags allowed in the aisle as they pose a tripping hazard.



Back of House / Rear of Theatre

Waste/Recycle bins are located on the back wall and are labelled for your convenience.

Booster seats on the opposite side of the door from the bins.

Sanitizer is available near the booster seats.

Storage for Mobility devices, walkers, large cane's etc. is located to the right of the garbage bins.

The AED unit is located on the wall above the green bins.



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Time for the SHOW

We know it is show time when the house lights dim, it is time to be seated and quiet.

At intermission the house lights will come up and we will be able to use the washroom or visit the concession stand.

When intermission is over and it is time to return to our seats the lights in the lobby will flash. The lights in the theatre will dim again when the show is restarting.

We know the show is over when all the actors take the stage and bow to the audience. Sometimes there may be some announcements.

If it a musical show the audience may clap for a long period of time even when the musicians leave the stage. This means they would like to hear more music – an encore!

We know the show is really over when the house lights come up and everyone starts to leave the theatre.

Exiting the theatre during the show

If you need to exit the theatre for any reason during the show, such as to use the washrooms, rise and make your way to the aisle.

The ushers will meet you with their small flashlights and guide you out of the theatre, through the light lock and into the lobby.

From there you can use the washroom or just have some quiet time in the lobby.

The House Manager is always in the lobby so you won't be alone.

Once you are ready to return to the theatre either an Usher or the House Manager will guide you through the light-lock and back into the theatre. From there the Usher will see you safely to your seat.

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Emergency Directions

When there is an emergency in the theatre there are 4 doors to exit, 2 at the front on either side, one on the left when entering the theatre and the main doors you used to enter the theatre.

The Ushers will split the audience into 4 quarters and direct you to the nearest exit.

Remain calm and do not rush to exit.

