

Visitor Guide

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Top Tip: Clicking the page numbers will take you straight to that section of the guide!



BELGRADE THEATRE

Welcome to the Belgrade Theatre

The Belgrade Theatre is committed to making a trip to the theatre as easy and accessible as possible.

This guide aims to provide you with all the information you need to plan your visit in advance so that when you arrive you can fully enjoy your experience.

If you have any questions unanswered by this guide, please email access@belgrade.co.uk or contact our Box Office via phone on 024 7655 3055, or via email boxoffice@belgrade.co.uk.

Tickets

Booking tickets

We advise booking your tickets as early as you can to ensure the best choice of seats. If you wish to discuss the accessibility of the seats you would like to book, please contact the Box Office and one of the team will be very happy to help.

Box Office opening hours

Box Office **counter** (for in-person bookings/queries)
Mon-Sat, 10.00am to 2.00pm.

When a **matinee** starts **after 2pm**, the counter will remain open until it has started.

On days where we have **evening performances**, the Box Office will **re-open at 5pm** and close 15 minutes after the final show has started.

Box Office **phonelines** – **024 7655 3055**
Mon-Sat 10.30am to 2.00pm.

In the event of an **evening performance**, the Box Office phone line will **re-open at 5pm** and close 1 hour before the final show starts.

If your query is not urgent, you can email us at boxoffice@belgrade.co.uk or access@belgrade.co.uk. Please note that emails are not monitored full time and you may not receive a response straight away.

Concessions & Companion Tickets

Patrons who require an essential companion to come with them when attending the Theatre and are registered as disabled can receive their carer/companion's ticket for free.

To redeem the free essential companion's ticket, we ask that bookers join our Access Register.

Age Recommendation

All of our shows and events will have an age recommendation relating to content, themes and warnings, decided by the show's producers. However, age suitability is at the bookers' discretion. All under-16s must be accompanied by an adult (aged 18+).

Access Register Scheme

We have recently partnered with Nimbus Disability to provide an improved service for disabled patrons. Nimbus Disability is a social enterprise and an organisation run by and for disabled people and is recognised as a leading authority on accessible ticketing in the UK.

If you already have a Nimbus issued Universal Access Card you can use it to book your Belgrade tickets. If you do not already have a card registering is easy.

Registering for an Access Card is simple and membership is valid for three years. You can sign up for a free Belgrade Theatre Access Card or alternatively you can upgrade to a paid Universal Access card at £15. The Universal Access cards are valid to use at other venues and attractions across the UK.

If you already have a Universal Access card you'll just need to link your card during the registration process. You can do this **here**.

Applications will take approximately 5 working days to process. Once your application has been approved, Nimbus will provide you with a unique registration number by email, which you'll then be able to use to link your access requirements to our ticketing system.

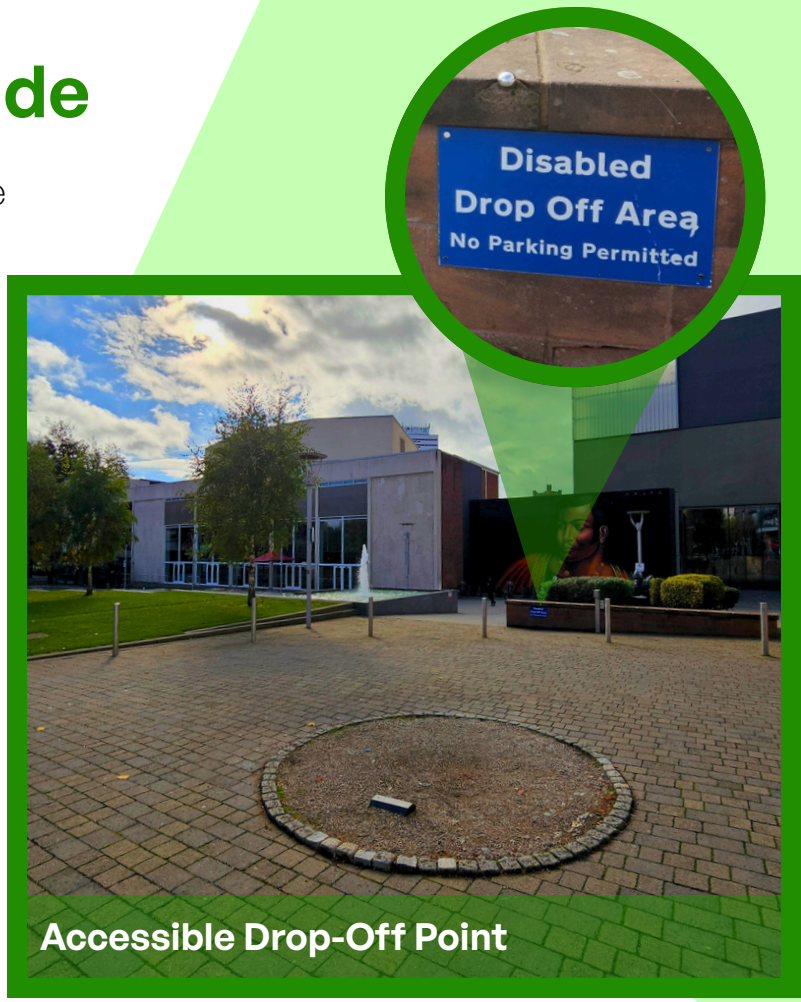
When booking tickets online, seats associated to your requirements will show automatically on the seating plans. Any applicable discounts will automatically apply during the booking process at checkout.

If you are not able to use online forms, Nimbus will be able to assist with telephone registration. Please call **0330 808 5108** to register over the phone.

If you are already a member of the old Belgrade Access Register you can continue to book tickets without an Access Card. The Belgrade will be transitioning existing Access Register Members to the new scheme over time.

Getting to the Belgrade

The Belgrade Theatre is located at Belgrade Square, Corporation Street, Coventry, **CV1 1GS**.



Accessible Drop-Off Point

Drop-Off Point

There is a drop-off point available from Upper Well Street at the top of Belgrade Square. The drop-off point is marked out by silver metal bollards. Parking is not permitted here.

The drop-off point is about 30m/66ft from the entrance at the Box Office end of the building.

Parking

Please note: The NCP Belgrade Plaza car park is currently closed. The closest car parks to the theatre at present are:

West Orchards, CV1 1QX
Open in Google Maps
4 minute walk
Mon – Sun: 6.30am – 11.30pm (last entry 11pm)*
Hourly charges starting from £1.20*

Please note: pedestrian access to the car park is via the West Orchards shopping centre until 6pm Monday – Saturday, and 5pm on Sundays. In the evenings until 11.30pm, the closest access is via the entrance on Smithford Way near Eye Hut (///lifted.unit.rots).

Bishop Street/ Silver Street, CV1 1JN
Open in Google Maps
5 minute walk
Open 24 hours*
Hourly charges starting from £2.40*

Skydome Multi-Storey,CV1 3AZ
Open in Google Maps
8 minute walk
Open 24 hours*
Hourly charges starting from £1*

Salt Lane, CV1 2GY
Open in Google Maps
10 minute walk
Open 24 hours*
Hourly charges starting from £1.20*

Hill Street on-street parking, CV1 3AY
Open in Google Maps

There are 2 disabled parking bays located on Hill Street, which is approximately 151m/495ft from the Café entrance of the Belgrade.

**Please note that parking tariffs and opening times are subject to change, so we strongly advise checking each car park's own website before you travel.*

The Belgrade Theatre has no control over the parking restrictions or conditions of the above. This listing is to help direct you to the nearest parking facilities. For more information on parking in Coventry City Centre, please visit the ***Coventry City Council website***.



Buses

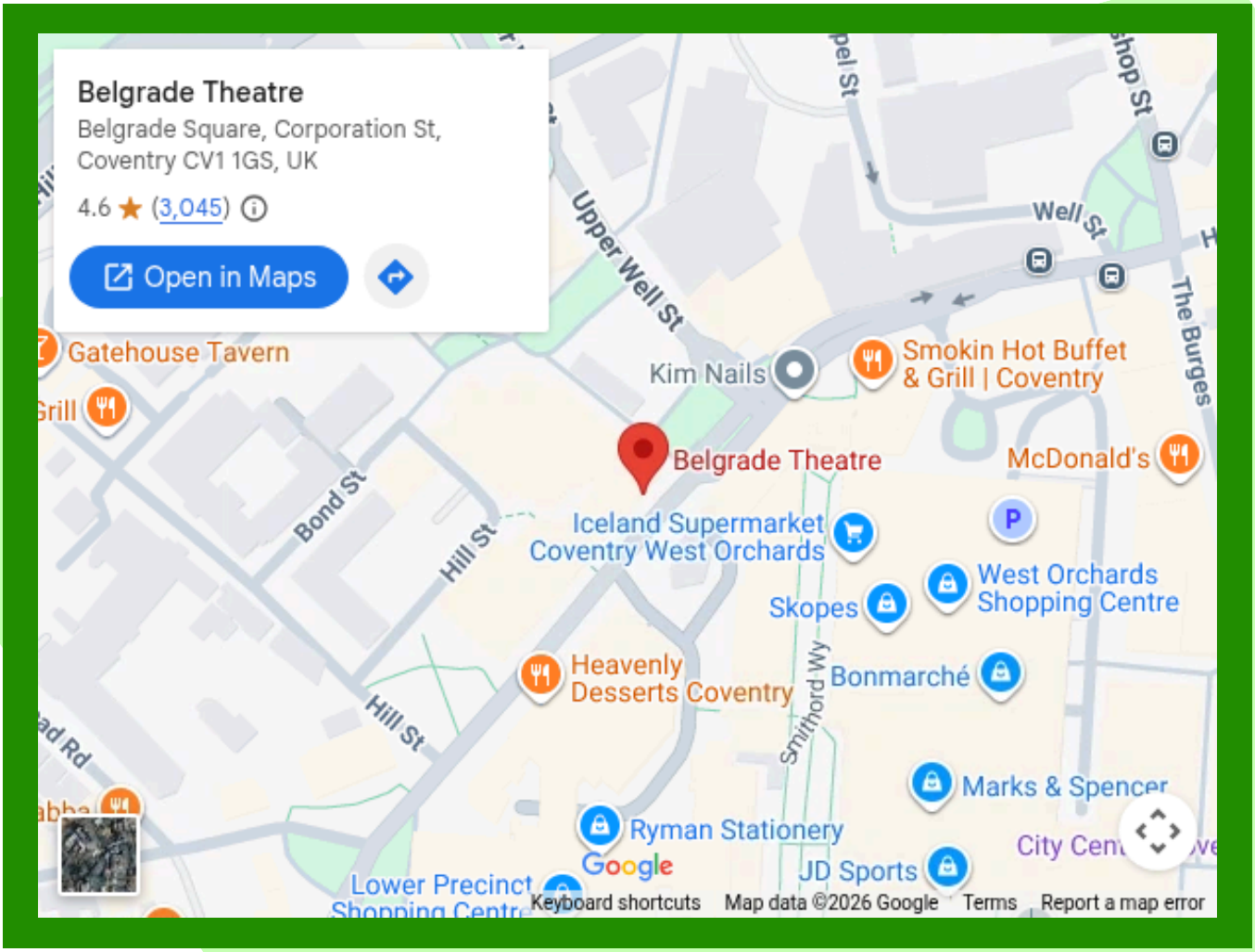
A lot of city centre buses stop right by the Belgrade on either Upper Well Street or Corporation Street. Pool Meadow Bus Station is approximately 0.4 mile away from the Café entrance.

For bus enquiries, please call Transport for West Midlands on **0345 303 6760** or visit their website: ***www.tfwm.org.uk***

Trains

Coventry Train Station is approximately 0.7 mile away from the café entrance of the Belgrade.

For train enquiries, please call West Midlands Railway on **0333 311 0039** or visit their website: ***www.westmidlandsrailway.co.uk***



Entrances, Foyers and Facilities at the Belgrade Theatre

The Belgrade Theatre main entrance is on Belgrade Square. You can also enter through our Box Office Entrance at the right-hand side of the building and through the Café Entrance on Corporation Street.

All entrances to the Belgrade have wide, automatic, sliding doors.

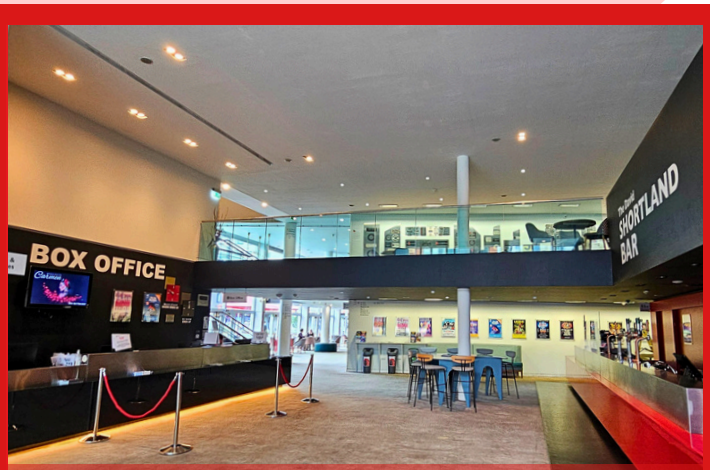


Main Entrance - Belgrade Square



Box Office Entrance


Belgrade Café Entrance - Corporation Street



Box Office and David Shortland Bar

The floor throughout the ground and first floor of the foyer is carpeted with hard floor surfaces marking the transitions to our bars, the café and lift lobbies.

The foyers, auditoria, bars and café are all accessible without the use of steps. There are lifts at either end of the building allowing access to the first floor foyers.



In the foyer area in front of Box Office, you will find the David Shortland Bar, which will be open both before and during the show to purchase drinks. Any drinks you buy at the bar may be taken in to the auditoria.



Nineteen 58 Gender Neutral Toilets

Inside the auditoria, there are seats that can be accessed step-free, however, the majority of the auditoria is only accessible by steps. To find out what step-free seating is available for a particular show, please contact the Box Office.

B1 Lift and Accessible Toilet





Toilets

There are gender neutral accessible toilets on both the ground and first floor at either end of the building.



There are single sex toilet facilities available on both floors opposite the Box Office as well as further gender-neutral toilets available on the first floor above the café.

Auditoria Accessibility

The Belgrade Theatre has two performance spaces, B1 and B2.

B1

B1 is our larger performance space and seats up to 858 people. There are Stalls, which are downstairs, and the Circle, which is upstairs.

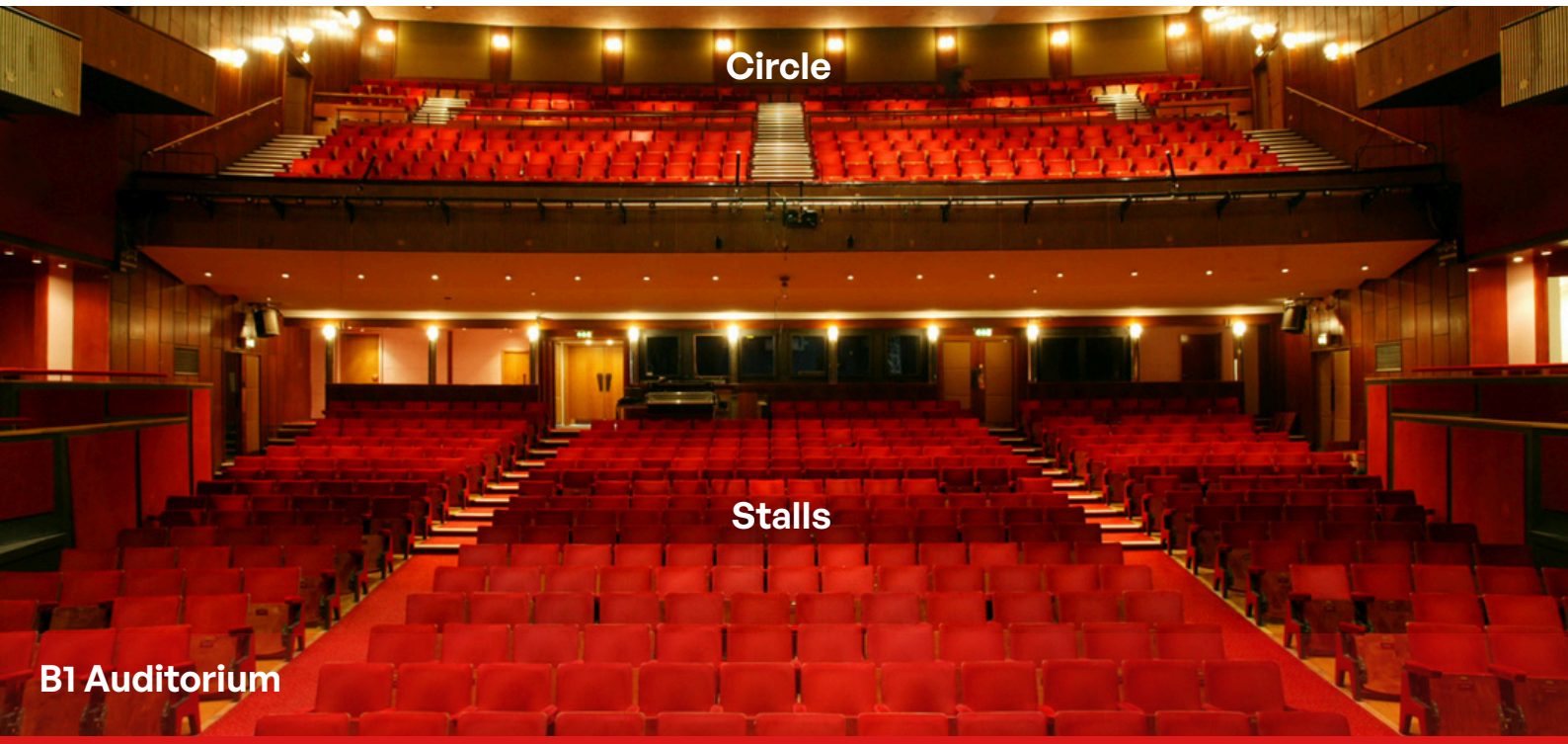
Step-free access

All seats within the Circle can only be accessed by steps, which are quite steep (approx. **40cm/16in wide** and **18cm/7in tall**). However, the Circle itself can be accessed via a lift at the Café end of the building.

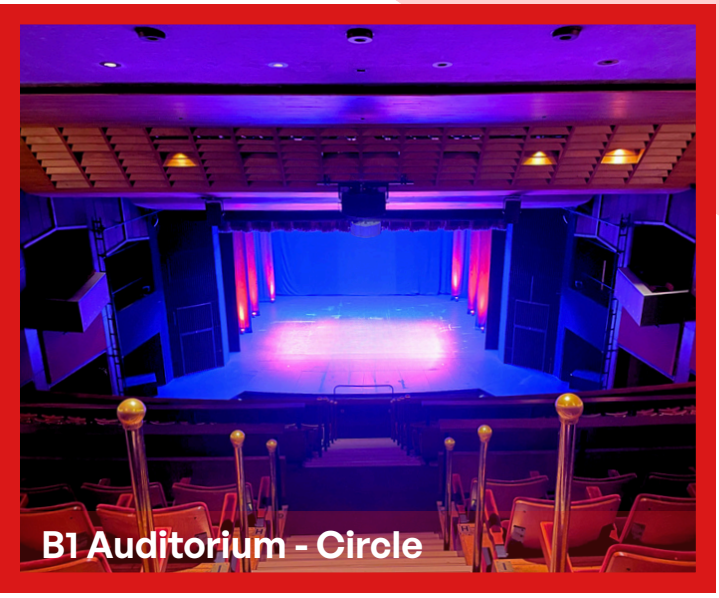
The Stalls is accessible via the back of the auditorium and the majority of seating is accessed by shallow, wide steps. The steps are approx. **82cm/32in wide** and **15cm/6in tall**.

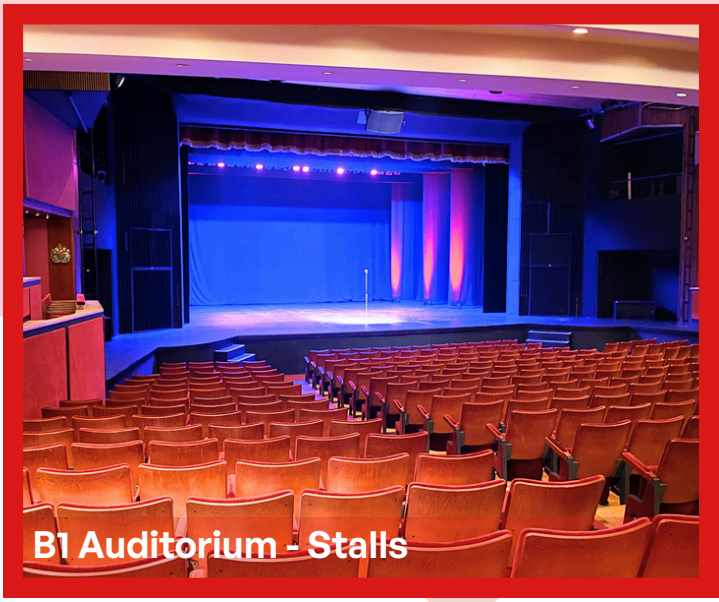
In the Stalls, there are step-free accessible seats in Row P 24 – 31. These are accessed via a side door.

Seats in both the Stalls and the Circle are approx. **40cm/16in wide**.



B1 Auditorium


B1 Auditorium - Circle


B1 Auditorium - Stalls

Also in the Stalls are 2 wheelchair accessible boxes, Box E and Box F. Access to both boxes is via a doorway that is **73cm/28.5in wide**.

Box E has 6 seats in total - 2x wheelchair spaces plus space for a companion and 2x step-free accessible seats.

Box F has 4 seats in total - 1x wheelchair space plus space for a companion and 2x step-free accessible seats.

Due to limited space in our wheelchair accessible boxes, we are not always able to accommodate a booking of more than 2 people in the box together, however, we will try our best to keep you and your group as close together as possible.

Seats close to entrances/exits

In the Circle and the Stalls we have boxes, which are situated on the side of the auditorium. These are all accessible by steps only, which are approx. **18cm/7in tall**. The amount of stairs required for access varies by box. In the stalls:

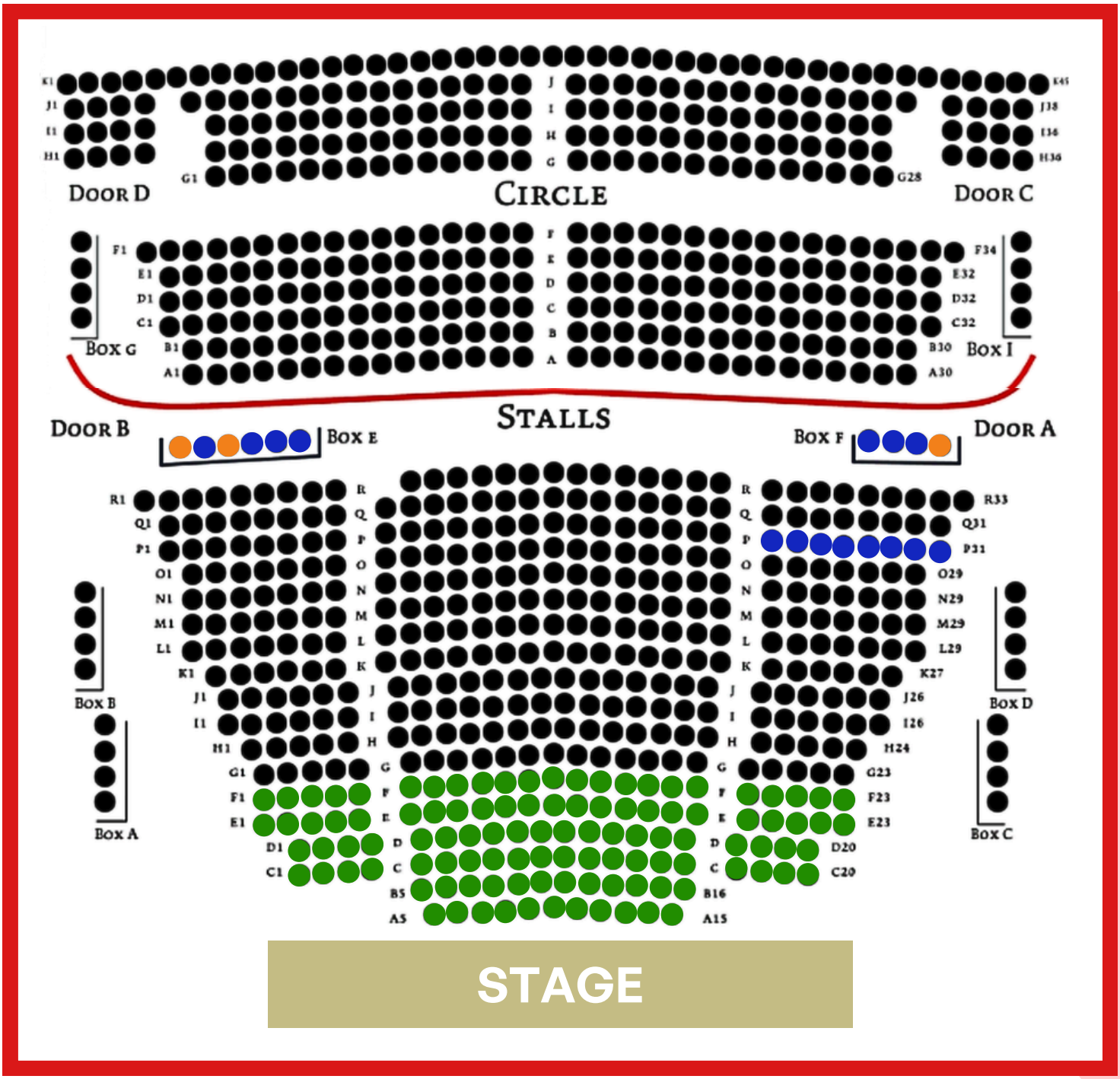
Box A: 3 steps down, 5 steps up, 3 steps down
Box B: 3 steps down, 5 steps up
Box C: 5 steps up, 3 steps down
Box D: 5 steps up

The boxes seat 4 people each and can only be sold to groups of 2 or 4. To enquire about a box, please contact the Box Office.

Boxes offer easy access to be able to leave the auditorium as well as offering seating away from the crowd. These are very popular for patrons who are neurodivergent.

Please see below a seating plan with steps, exits/entrances etc. marked out.

To discuss further about end of aisle seats and where the exits/entrances are in the B1 auditorium, please contact the Box Office who will be happy to discuss this with you.



Wheelchair Accessible

Seats where audio description is NOT available
(available in all other seats)

Step Free

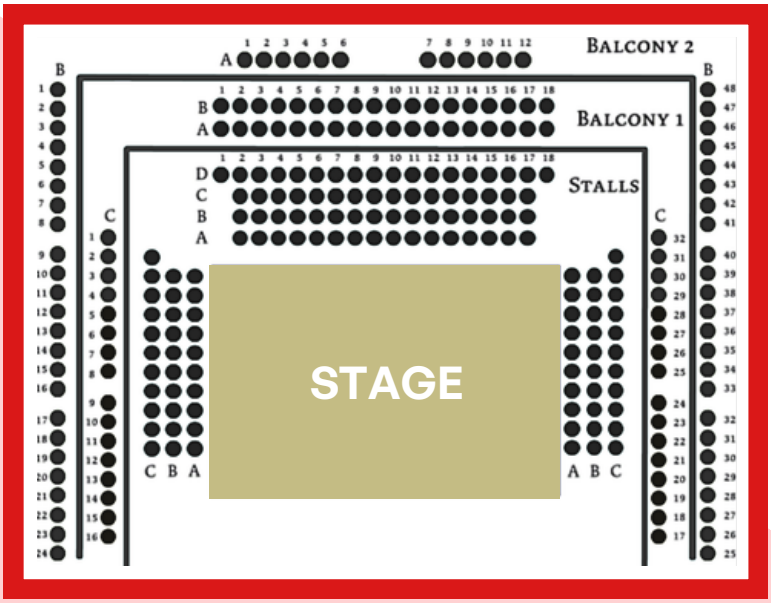
B2

B2 is our smaller performance space, which holds approximately 252 people.

B2 is a studio style space that can take several different seating formations. Due to this, the accessible seating in this space may vary. There will always be wheelchair spaces and step-free accessible seating.

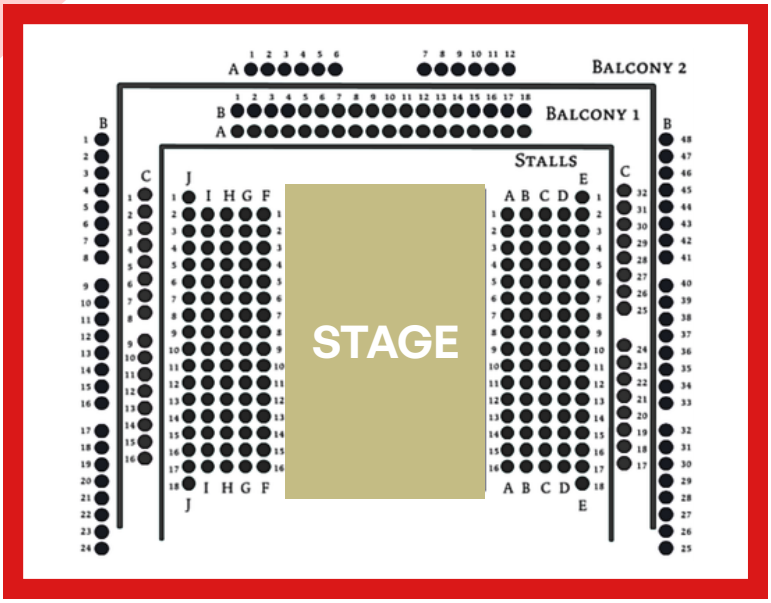
To enquire about accessibility and availability for a show in B2, please contact our Box Office so they can offer accurate information regarding the show you would like to book.

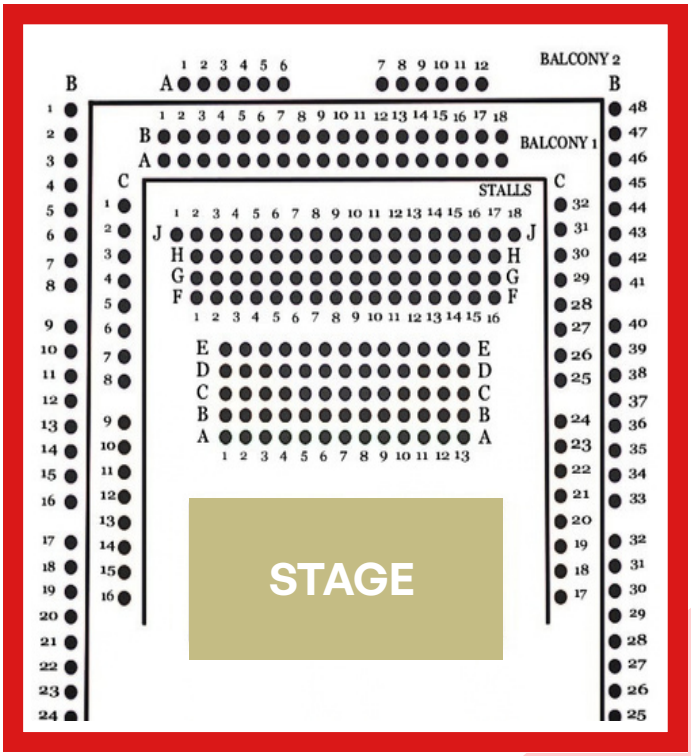
Some different potential configurations are shown below.



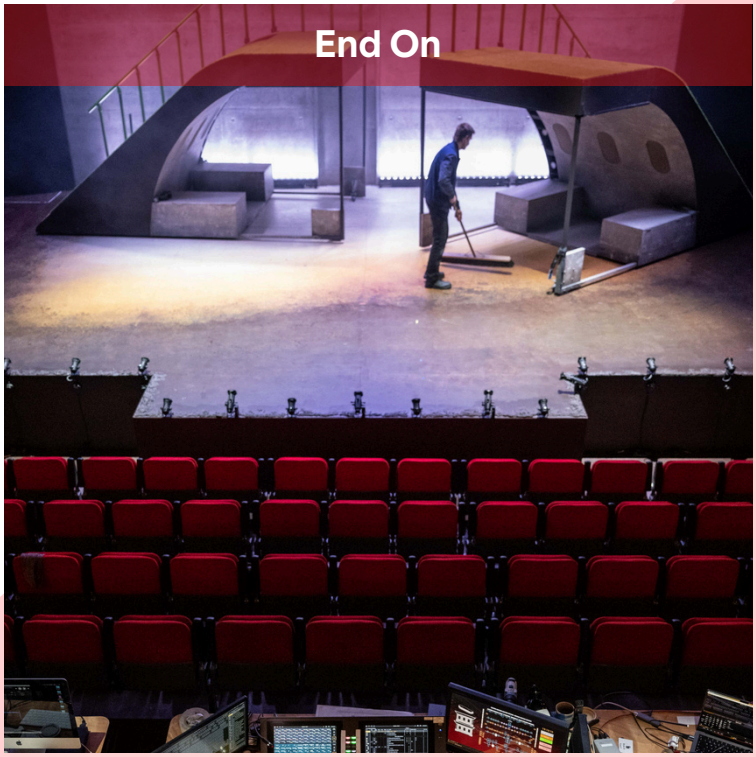






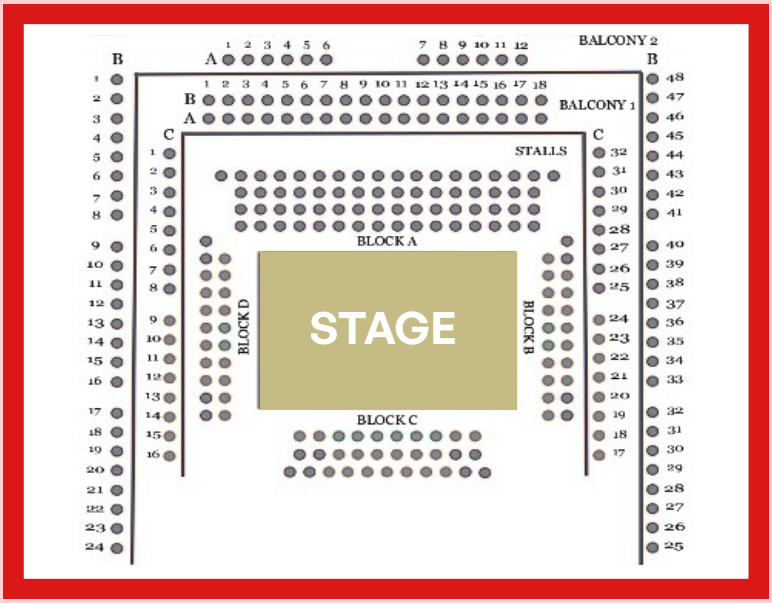


End On



In The Round





Accessible Performances

On-site wheelchair



The Belgrade Theatre has a wheelchair on-site for use by patrons with limited mobility. If you wish to have the temporary use of the wheelchair, please contact the Box Office or phone the Duty Manager on 07505883530 in advance who can arrange this with our Front of House team.

Guide/Assistance Dogs



For more information on assistance dogs attending the theatre, please contact the Box Office Team.

Hearing Loops



We have hearing aid enhancing loops available for use at the theatre. Upon arrival, please visit the merchandise desk next to the Box Office where you can pay a £5 hire deposit for your headset. When the headset is returned after the show, we will refund the £5 back to you.

Ear Defenders



We have ear defenders available for use at the theatre. Upon arrival, please visit the merchandise desk next to the Box Office where you can pay a £5 hire deposit (cash or card) for a pair of ear defenders. When the ear defenders are returned after the show, we will refund the £5 hire deposit back to you.

Audio Described (AD) Performances



Audio description is a live commentary made by trained describers, interspersed with the actors and sound on stage. The audio description is relayed via individual headsets linked to the infrared audio system.

When booking for an audio described performance, you can pre-book a headset so that Front of House are aware of how many patrons will require one. Upon arrival at the theatre, please visit the merchandise desk next to the Box Office where you can pay a £5 hire deposit (cash or card) for your headset. When the headset is returned after the show, we will refund the £5 hire fee back to you.

Sign Language Interpreted Performances (SLIP)



Sign language interpreted performances are delivered by trained interpreters who are usually situated to the right of the stage from the audience point of view, however, this can change depending on the show.

Captioned Performances (CAP)



Captions convert the spoken word into visible text which is displayed on a unit situated on or near the stage. This is usually to the left of the stage from the audience point of view, however, it is worth double checking this before booking.

B2 is a studio space that offers several different variations in seating. To find out where the captioning will be situated for a particular performance, please contact the Box Office.

The Difference Engine Captioning (DE)



For some shows, we are able to offer the use of The Difference Engine. The Difference Engine is a discrete tool created by the company, Talking Birds, which delivers captions direct to individual mobile phones. More info on this can be found on Talking Birds website:
www.differenceengine.talkingbirds.co.uk

Relaxed Performances (RP)



Relaxed Performances are adapted to create a more chilled atmosphere. Usually, the house lights are left on, some of the sound effects are decreased in volume and the doors to the auditoria are left open.

Sometimes, the actors will come out on stage before the performance starts to introduce themselves and to give a short summary of the storyline. Seats are not allocated, and audience members are welcome to come and go as they please and to make as much noise or movement as they want. There are also usually break-out spaces provided in the foyers.

Touch Tours



For our annual pantomime, we offer a Touch Tour early in the run. Touch tours are an opportunity for people who are registered disabled to enhance their experience by visiting the set, feeling the props and costumes and interacting with the cast prior to watching the show. Touch Tours are free and last about 45 minutes, however, places are limited and must be booked in advance. Places for the Touch Tour can only be booked via the Box Office.

Family Shows

For nearly all shows that have been designed for children, the following amenities will be in place.

Lap Seat Tickets

Lap Seat tickets are available for children who are under the suggested age for the show. The suggested age will vary depending on the show's content and themes. For our annual pantomime, lap seat tickets are available for children under the age of 2 years old. For all other shows, the age limit for lap seat tickets is determined by the show's producers.

When booking online, you can add a lap seat ticket during the booking process after you have selected your seats.

Babe in Arms Tickets

For all family shows, a Babe in Arms ticket is available. These are for babies who are 6 months and under. These are free of charge and can be booked via the Box Office.

Child Price Tickets

For most family shows, there is a child price ticket. All children above the lap seat age must have a child price ticket to attend the show.

Booster Seats

We have a limited number of booster seats which can be used for children under 4ft tall. These are available from our merchandise counter in the foyer before the performance. .



Merchandise Counter

Please note that there is a £1 charge and booster seats are provided on a first come first serve basis. Feel free to bring your child's car booster seat with you. Booster seats can only be used in the stalls and must be backless and no larger than 42cm x 42cm x 15cm

Cloakroom

We have a cloakroom, which is located at the merchandise desk. Items left here are at the owner's risk and the Belgrade is not liable for these. The cloakroom can be used for coats and small bags. Any bags bigger than A4 size will require a bag check by the Duty Manager and the Belgrade reserves the right to refuse any belongings they do not deem appropriate to be kept in the building.

For some shows, we may have Security providing bag searches upon entry; this will be for any bag of any size. This is for safety purposes and will usually be a precaution made when the theatre is particularly busy.

Food and Drink

Our Belgrade café offers a variety of food and drinks and we have multiple bars throughout the Theatre.



The Belgrade Café



Nineteen 58 Bar

This issue of the Belgrade Visitor Guide was created Nov 2026. All information was correct at the time of writing.