

## Visual Story of The Hullabaloo

### Opening times

The Hullabaloo is open between 10am and 2pm, Wednesday to Saturday. It is closed on all Mondays, Tuesdays and Sundays and bank holidays.

If the building is open later than our usual opening hours, it will be for a specific event and will be advertised via our website and on social media.

### Address

Our address is The Hullabaloo, Borough Road, Darlington DL1 1SG.

Please note the building is attached to Darlington Hippodrome but has its own separate entrance on Borough Road.



### **Sensory Key:**

- The Hullabaloo is close to a main road, so you may hear lots of moving traffic nearby.

## Parking

The Hullabaloo does not have a car park but there are some short stay car parking spaces on Borough Road and the surrounding streets (Melland Street, Sanderson Street and Middleton Street).

Some of these spaces are unrestricted bays and can be used all day. Others are short stays for up to 2 hours. Make sure you check the signage if you are parking in any of these areas as these streets also have permit bays which won't be suitable.

Alternatively, there's **Parkgate Autocare Carpark**

<https://goo.gl/maps/csPvZ87jDf58vZ639>

You can pay using the Connect Cashless Mobile Phone App and the code for the carpark is displayed clearly. It is £1 for up to 2 hours, £2 for up to 3 hours and £3 all day (with a 25p admin charge when using the App). You can also pay with cash.

It is approximately a 3-minute walk to The Hullabaloo front doors from Parkgate Carpark.



Or a council run carpark **Park Place West Carpark**

<https://goo.gl/maps/FBq1zF568MiorgGV8> This is payable via a Mobile Phone App. The machine also accepts cash, card or contactless payments. It is approximately a 6 minute walk to The Hullabaloo front doors from Park Place West Carpark. Please note that if using this car park you will need to cross a busy road when

walking to and from The Hullabaloo. There is a traffic light crossing opposite the entrance to Darlington Hippodrome.



## Disabled parking

Blue badge holders can park on double yellow lines directly outside The Hullabaloo providing there are no loading restrictions in that area. They can park here for up to 3 hours when displaying their timeclock and badge. Blue badge holders cannot park loading/unloading bays.

There are 2 council run car parks in close vicinity to The Hullabaloo.

Park Place East Car Park is on Park Place Road which is opposite Darlington Hippodrome - 94 spaces (including 4 Blue Badge spaces and 10 disabled electric charging points). <https://g.co/kgs/W8uKojo>

Park Place West Car Park is on Park Place Road at the Victoria Road end - 115 spaces (including 6 Blue Badge spaces and 8 electric charging points). <https://goo.gl/maps/FBq1zF568MiorgGV8>

## Accessing our building

This is The Hullabaloo.



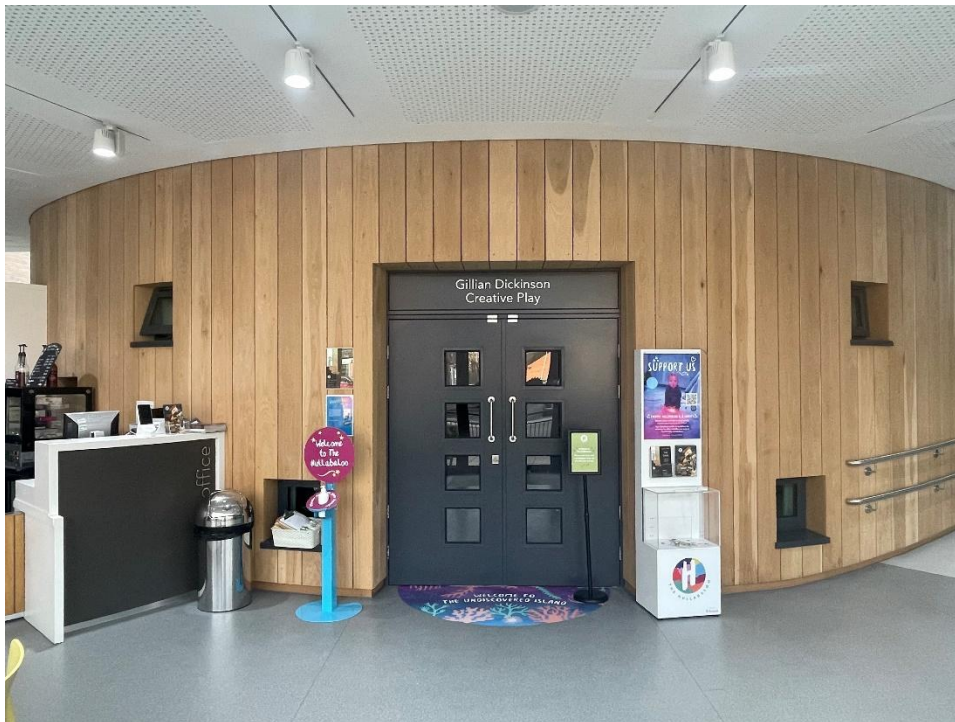
When you arrive at the front of The Hullabaloo, you will see two automatic doors in the middle of the building. These doors are operated by staff inside the building for safety reasons.

There is a doorbell on the right-hand side of the door.

When you arrive, please ring the doorbell and step back. The doors will open towards you so don't stand too close.



## What to expect when you arrive in our building



As you go through the main doors, you will enter our café space.

There will be tables and chairs either side of you and the café counter will be in front of you towards the left. Directly in front of you are two dark grey doors – this is our Creative Play space.

You will be greeted by a member of staff in a blue t-shirt. This is one of our Hullabaloo Hosts. They are available to answer any questions you might have and to show you where you need to go.



View to the left as you enter the building.



View to the right as you enter the building.

There is a story book corner which sometimes includes a craft table.

These images show an empty café. When you visit The Hullabaloo there will be other people in the building.

**Sensory Key**

- You might smell strong food and drink smells in the café as the staff prepare orders for other people.
- You may hear the sound of the doorbell when other people arrive.
- You will be able to hear music playing in the background.
- This area may become crowded as more people arrive for the show and to use our Creative Play space.
- There may be an announcement played to tell everyone that a show is about to start in the theatre space. This will only be on days we have a show.

## Our Theatre space

This is the theatre space at The Hullabaloo where the shows take place. The image shows an empty space and you can see our seating. When you visit, there will be a theatre set for the show on the black floor at the front.



Before a show, an announcement might be made in the café space when the theatre is open. This will be approximately 10 minutes before the advertised performance start time. Another announcement might then be made inside the theatre with further information once the performance is about to start.

There is one entrance at the back of the theatre space which is accessed via a staircase. If you are unable to or would prefer not to use stairs, there is an accessible entrance at the front of the theatre which is wheelchair friendly. This entrance is on the right of the image above. Staff will be on hand to help you if you need to use our front entrance.

Seating for performances are unallocated, so you are free to sit wherever you want. A member of staff will be on hand if you have any queries. Priority will be given to wheelchair users, anyone with additional access needs and their companions for the front row of seats. They will also be given the opportunity to enter the space and be seated first.

### **Sensory Key**

- At the end of the performance, you may hear clapping from the audience to show that they have enjoyed watching the performance. You can join in if you want to.

## Our Creative Play space

This is the Creative Play space entrance.



This is inside the Creative Play space. There is no cost to use this play space but donations are welcomed.



This is a themed play environment and at the moment the theme is 'Snow Play'. The theme changes 3 or 4 times each year and the playscapes are artist designed. See our website for more information on each theme. <https://www.theatrehullabaloo.org.uk/shows/>

There may be a short wait to enter the play space at busy times. Our Hullabaloo Host will meet you as you arrive and will let you know if there is space to play immediately or whether you need to be added to the waiting list. Usually, the wait is no longer than 45 minutes.

We have a storybook corner and colouring in sheets to do while you wait. You may also use the café in this time.

We'd expect families to stay in the space for 30-40 minutes depending on the child. If we are very busy, we will ask you to leave the space after 30 minutes to allow other people to access it. If the space is very quiet, you may stay as long as you like.

### **Our cafe**

The café at The Hullabaloo is family friendly café and is situated in the main entrance of the venue. In the café, visitors can access free Wi-Fi and enjoy a selection of light bites and hot and cold drinks. There are also plenty of highchairs on offer and easy access to toilets, to a buggy park and a baby change.

Only food and drink purchased from the café can be consumed in the building. Milk for babies and water bottles are allowed.

The café is open 10.00am until 2.00pm Wednesday to Saturday.

You have to walk through the café space to access the Creative Play space, the outside play space, the toilets and the theatre.

## **Toilets**

There is one accessible toilet in The Hullabaloo. This toilet is gender neutral. There are more accessible toilets available directly next door at Darlington Hippodrome.



There is space for a wheelchair in the accessible toilet.

There are also separate female toilets.



And male toilets.



There is one separate baby changing facility that does not have a toilet in it.



There is a Changing Places toilet with a changing hoist in Darlington Hippodrome which can be accessed via our cafe.



## **Tickets**

Tickets can be purchased via the 'Things to see and do' [Things to see and do](#) section of our website and you can also purchase tickets via our Box Office. This can be done over the phone via 01325 405 405 or in person via Darlington Hippodrome's Box Office front desk which is next to their cafe.

On the day of the show / activity that you've booked, one of Hullabaloo Hosts will welcome you and will tick you off their list once you've given them your name. There's no need to print your tickets at home.

### **Wheelchair access**

The Hullabaloo is wheelchair accessible meaning that each space has step free access, the café and box office counter is lowered, all doors are wide enough for wheelchair access and we have a disabled toilet.

We are working on improving the building to reposition the doorbell at the front door and ensure it is accessible to everyone.

Wheelchair users are able to access the Creative Play space, however they may need advice from the Hullabaloo Host on the best entry point into the installation. Please ask them as you arrive or if you would prefer to speak to someone before your visit, call the Theatre Hullabaloo office on 01325 405680 or email [info@theatrehullabaloo.org.uk](mailto:info@theatrehullabaloo.org.uk).

There are wheelchair spaces available in our theatre space for all performances and activities. They are positioned on the front row. If the wheelchair user needs a companion to attend with them, their companion will be seated next to them.

You can book a wheelchair space by speaking to a member of box office staff in person at The Hullabaloo box office or at the Darlington Hippodrome box office. Or you can call them on 01325 405405. You can also book your wheel chair space during the checkout process of booking one of our events.

Wheelchair spaces might be limited depending on the show.

## **Breastfeeding friendly**

We are proud that The Hullabaloo is a breastfeeding friendly building, therefore those that breastfeed are welcome to do so in any of our spaces.

## **Assistance Dogs**

Assistance-dogs are always welcome in the building to assist the visitor around our spaces, including the café, toilets and theatre space (unless the performance or activity is not suitable for dogs). By unsuitable for dogs, we mean that a show might include particular triggers for that dog (puppets, real food, other animals, loud noises, other special effects). To find out more information on if a guide dog would be able to be brought into a show, please call the Theatre Hullabaloo office on 01325 405680 or email [info@theatrehullabaloo.org.uk](mailto:info@theatrehullabaloo.org.uk)

Please note that assistance-dogs are not allowed in the Creative Play space. This is because the Creative Play space is our smallest enclosed space with children exploring the installation freely. Unfortunately for this reason, assistance-dogs cannot go into Creative Play as it would be potentially distressing for the animal and distracting for the children.

We can, however, help enable a guide dog user into the space by offering to look after the guide dog whilst they go into the space. The Hullabaloo Host will be able to guide the person into and around the Creative Play space using sensory guides if appropriate.

## **Audio Assistance**

At The Hullabaloo there is a Hearing Loop (radio frequency hearing system) installed in the theatre space and at the box office desk. If you are coming to see a show, you can request a headset when booking your tickets or by speaking to the box office staff on 01325 405405. If you haven't pre-booked Hearing Assistance, please call the office on 01325 405680, email us at [info@theatrehullabaloo.org.uk](mailto:info@theatrehullabaloo.org.uk) or speak to a member of Hullabaloo staff in the building.

This is free to use.

There are two types of hearing assistance available.

1. **Loop Adapter with a Receiver**– this allows the person to use their own hearing aid.



2. **Headphones with a Receiver** – this allows the person to use headphones. They can use their own headphones or request some from Theatre Hullabaloo.



Receivers and headsets can be collected from the box office in The Hullabaloo on the day of the performance.

### **Guide to our programme**

- **What do we mean by “neurodivergent friendly” and “Relaxed Performance”?**

By “neurodivergent-friendly” we mean a performance / event or activity that has been identified as being specifically for neuro-divergent audiences.

The performance / event / activity will not have been changed from the standard version, but by identifying it as “neuro-divergent friendly” we hope to provide an inclusive environment where parents and families feel comfortable in that space no matter what their needs. This is because, in theory, every family in that performance has experience with neurodiversity in some form and may be more familiar with the behaviours within these families e.g. more noise or movement. However, the show itself, is exactly the same as a standard performance except that the capacity will have been lowered by 25%.

We describe ourselves as being a “relaxed venue”. By this we mean that we have an informal friendly atmosphere where we expect children to behave like children, to be able to enjoy and process the experience as they need to. We don’t expect all children to sit still and watch quietly and are happy for children to react and engage however they want.

Anyone is welcome to book tickets for any show or activity that they feel is suitable for them and their family. If they have a neurodivergent child, they do not have to attend the identified “neurodivergent friendly/ relaxed performance” show. Similarly, you do not have to have a neurodiverse person in your group to attend a “neurodivergent friendly/relaxed performance” show.

Tickets can be booked as standard via the box office in person, on the phone or online.

If your child is unsettled during the performance you are welcome to take a break and play in our creative play space.

- **Orientation Tour / Meet and Greet**

An Orientation Tour, or a “meet and greet” is an opportunity to enter the performance / activity space before the rest of the audience to allow a person to de-mystify the space and become more familiar with what to expect.

This might include:

- meeting the performers in costume as the characters
- meeting the performers in costume as themselves, the actors
- meeting the performers in plain clothes, out of costume
- seeing the set / activity / performance space without meeting the performers.

A “meet and greet” is available to anyone who would like one, although we’d expect this to be a neuro-divergent person.

**This must be booked in advance** as we need to collect more information from the person booking the “meet and greet” session and need to coordinate a time with the theatre company. There is no guarantee it will be possible, but we will absolutely try our best to facilitate this with advance notice.

If a “meet and greet” is possible, it will start 30 minutes before the performance start time. For example, if the show is due to start at 2.00pm, the “meet and greet” will start at 1.30pm. We’d expect it to last approximately 15 minutes.

An Orientation Tour / “meet and greet” can be booked by contacting the Theatre Hullabaloo Office directly ahead of the performance day on 01325 405680 or [info@theatrehullabaloo.org.uk](mailto:info@theatrehullabaloo.org.uk)

- **What do we mean by BSL?**

BSL means a British Sign Language. A BSL interpreted performance will have a person stood on the stage to one side who will use British Sign language to interpret the language in the performance for the audience.

Tickets can be booked for these shows as standard via the box office or online.

A BSL performance is also suitable for a non-disabled audience, but there will be an additional person on stage using BSL.

- **Companion tickets**

If you are a disabled adult and are entitled to a complimentary Companion ticket to enable you to bring your child to an event or show at The Hullabaloo, you can book this ticket with the box office.

Because these tickets are complimentary, they are not available to book online. Instead, these tickets must be booked by contacting our Box Office either in-person or over the phone on 01325 405405.

Companion tickets are for adults with a registered disability who wish to bring another adult to assist and support them in bringing their child(ren) to a performance. A disabled adult is entitled to one free companion ticket.

If it is the child that is disabled, then the accompanying adult will be required to purchase a general ticket to attend with the child. This will not be a free companion ticket.

Theatre Hullabaloo shares a box office system with Darlington Hippodrome, therefore we follow the same guidelines around proof of ID for companion tickets.