

**N** Norwich  
Theatre



**VISUAL STORY**  
**PANTOMIME SPECIAL**





# Hi, Welcome to Norwich Theatre Royal

We hope you are looking forward to seeing our production of Cinderella. This booklet is your **visual story guide**, with information and pictures about the show and your visit to the theatre.

If you need any help during your visit, please talk to our friendly staff wearing purple lanyards. They will be happy to help with anything you may need.

We hope you enjoy the show and have a fantastic time.

**The Norwich Theatre Team**



# Where is the Performance?

The **Sensory Adapted** performance is at Norwich Theatre Royal on **Monday 29 December 2025** at **6pm**.

The **Relaxed** performance is at Norwich Theatre Royal on **Friday 2 January 2026** at **5pm**.

In the auditorium during the performance, there will be lights, actors moving and talking, singers and dancers and a lot of energy coming together to make our panto fun and exciting.

# Things to know at these performances

**Dim lights:** The auditorium (seating area) lights will remain on at a low level. It will not be too dark.

**Quieter sounds:** The sound from the stage will be turned down to make it more comfortable.

**Live band:** There will be musicians playing music for the show. You are welcome to wear ear defenders if you want to.

**Phones/tablets:** You can use a phone or tablet if you need it to help you enjoy the show.

**Move around:** Please feel free to move around, stretch, or make noises during the show. The actors and other audience members know this is okay for this performance.

**Breakout space:** There is a quiet room upstairs (the meeting room) if you need a break.

**Live TV screens:** If you need to step out of the main seating area, you won't miss anything! TVs will be showing a live picture of the stage in the Circle Bar, Foyer, and Café Royal.

**Sensory Toolkits:** Available to borrow from the Box Office, these easy-to-carry bags include a range of sensory aids like ear defenders, fidget items, and visual supports.

**RevoLOO:** There will be an accessible toilet in our car park behind the building. The cubicle is fitted with a lift, a height-adjustable changing table, a toilet with grab rails, a motorised hoist, hot water, heat, and plenty of space for caregivers and users.

## Other Things to Note

**Smells:** We have a restaurant and two bars. You might smell cooking, food, or coffee in different parts of the building.

**Toilets:** We have female, male, and accessible toilets.

- The accessible toilets have automatic hand-dryers.
- The female and male toilets have paper towels.



# About our Theatre

We are so glad you chose to come and see our pantomime, Cinderella!

The theatre is a great place to try new things. Lots of people see a pantomime for their very first time at the theatre, so we know this is a new experience for a lot of people.

## Arriving at the Theatre:

Norwich Theatre Royal's address is:

**Norwich Theatre Royal**  
**Theatre Street**  
**Norwich**  
**NR2 1RL**

Norwich Theatre Royal has 3 entrances.

There are 2 at the front:



**Cafe Royal entrance**



**Box Office entrance**

And 1 at the back:



**Rear entrance**

# Important Places to Know

## The Foyer

This is the main entrance area. It is the busiest place before the show starts, as people wait, buy and pick up tickets. There is more space upstairs if it is too busy in the foyer.

We know the theatre can get busy so you can always sit in the Breakout Room (see the Breakout Room section on page 8).



## Box Office

This is where you can buy or pick up your tickets.

Your tickets were sent to you by email, but you can pick up a paper copy here.

Other people will be picking up their tickets so you will have to wait in line if it is busy – but this will go quickly.



## Signs

There are signs all around the building to help you find things like:

- Toilets
- Lifts (elevators)
- Doors
- The auditorium (where the show is)



## Lifts

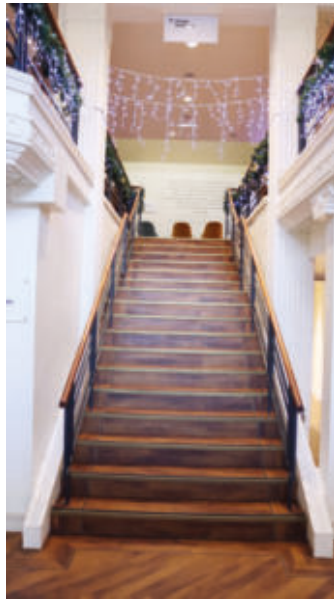
You can find lifts (elevators) to the first floor in the Foyer, near the Box Office.





## Stairs

There are stairs on both sides of the building (one in the Foyer and one near the Café Royal Bar).



## Breakout Room

### Location:

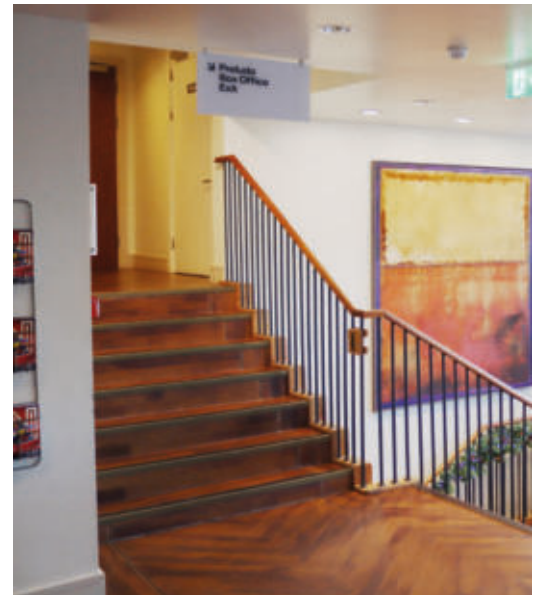
It is in the meeting room, upstairs and to the right.

### What's inside:

It has comfortable places to sit and relax.

### When it's open:

It is open before, during, and after the show.



## Toilets

### Accessible Toilets:

These are on the ground floor, lower level, and first floor. There is one accessible toilet right across from the Box Office in the Foyer.

### RevoLOO:

There is a special accessible vehicle/toilet available in our staff car park (at the back of the building).





## Merchandise

The Merchandise Stand is in the Foyer. You can buy programmes, panto toys or a panto tea towel.



**Long Bar**

## Drinks and snacks

You can buy drinks and snacks in three places:

- Long bar
- Café bar
- Rear stalls kiosk – only for soft drinks, ice cream and merchandise.

You can also buy show programmes at all of our bars.



**Cafe Bar**



**Rear Stalls Kiosk**

# Who Can Help?

Our front of house staff wear purple lanyards and Norwich Theatre logo t-shirts. They work behind the bar, or at Box Office.

The Visitor Services Team and Stewards also wear the purple lanyards but are not in uniform. They will check your tickets at the auditorium entrances. They are experts at showing you the best way to get to your seats.



## Before the Performance

### Show Announcements

#### **15 Minutes before the show:**

There will be an announcement over the speakers, meaning that the auditorium is now open and that you can go in and find your seat. This will also tell you that the performance has an interval of 20 minutes, and when the show is expected to end. You will also hear about any special effects used (like loud noises or smoke). This announcement will be repeated three times before the show starts.

#### **During the Interval (Break):**

There will be more announcements to tell you how much time is left before the second act begins. If you don't want to go back to your seat right away, you can stay outside and watch the show on the TV screens (in the bars/café) and then go back into the auditorium when you feel ready.



# Where can I wait for the show?

If you arrive early for Cinderella we have lots of seats upstairs for you to sit and wait. You can also wait downstairs in the foyer.

If it gets busy and you need some quiet space, just ask a member of our Visitor Services team to help.



**Balcony Bar**



**Long Bar**

# Finding Your Seat

All seats face the stage, so you will have a good view no matter where you sit!

**Stalls:** The seats on the ground floor (lower area) are called the stalls (front stalls or rear stalls).



**Circle:** The seats upstairs, looking down at the stage, are called the circle.



**How to find your seats:** The easiest way is to ask one of our staff (stewards) for help. They will be at the entrance doors to check your ticket.

**Signs:** There are signs throughout the venue showing you the way.



# Checking Your Seat

The row number is written at the end of the seating aisle.

The seat number is written on each seat.

**Note:** The seats fold up when no one is using them. Just push the seat down when you find your seat.

If your ticket is for the stalls but you would prefer to sit upstairs in the circle because you want more space, just ask a steward, they can help move you.



**Seat row letter**



**Seat number**

# The End of the Show

At the end of the show (Act Two), the actors will do their bows, and wave goodbye, and the audience will clap and cheer. The curtain will come down, meaning the show is over.

Please remember to **collect all your rubbish**, bags, and coats before you leave your seat and exit the theatre.

If you used one of our **reusable cups** (with the Norwich Theatre logo), please put it in the green buckets held by the Stewards as you leave.

Please do not take these home! We wash and reuse them for future shows.

# In Case of an Emergency

It is very rare, but sometimes we need to leave the building in an emergency.

It is very important that you stay calm and walk to the exit (do not run).

Follow the staff - we have a plan in place. Please follow our staff members (they will be wearing purple lanyards). They will look after you.

## **What you will hear/see:**

- You will hear an announcement over the speakers telling you to leave by the nearest exit.
- A siren will flash red at the back of the auditorium.
- Signs in the auditorium show where the nearest exits are.

## **Meeting Outside**

**Assembly point:** The place where everyone must gather outside is the bandstand in Chapelfield Gardens.

**Returning:** If and when it is safe to return to the theatre, the staff will guide everyone back inside.



# What to Expect from the Show

The show is about 2 hours long, with a 20-minute interval between in the middle.

This show will have a lot of songs, dances, comedy and special effects to enhance the fun and magic of the show.

## Audience Participation

**Joining in:** Panto is very audience participation driven!

**What you might say:** The actors will ask you to shout things like, "Oh no he won't!" or "He's behind you!"

**Your choice:** If you do not want to join in or shout, that is absolutely fine. You do not have to participate if you don't want to.

## Spoiler warning

The next few pages have some spoilers about the show – so stop here if you don't want to know what happens before you see the show.



# Meet the Characters

## Cinderella

Cinderella is the leading lady of the show. Trapped by her wicked sisters at their seaside hotel, she is a dreamer, and the most beautiful girl the coast has ever seen.



## Buttons

Cinderella's best friend... he secretly has strong feelings for her. He will do anything to make her happy. He is the funny character, who does a lot of silly things – so feel free to laugh at his jokes, and respond when he talks to the audience!



## Prince Charming

The best-looking chap around. He may not be the smartest, but he does try. Not only is he looking for love, but he is also trying to start his career as a rock star.



## The Wicked Sisters

They are mean, a little dramatic, and the baddies of the show. They try to keep Cinderella trapped in their seaside hotel and want the Prince all to themselves. The sisters are our panto dames, meaning they are male actors wearing makeup and dresses.





## **Fairy Godmother**

Spreading love and kindness and helping Cinderella through her adventure, she is running out of power but will do what she can to help Cinderella's fortunes change quicker than the tides.



## **Dandini**

Prince Charming's right-hand man, personal assistant. He is willing to put up with the Prince's antics, because he is Prince Charming's friend.



## **Villagers**

They are played by the Ensemble and help bring the performance to life. They play lots of different characters, as well as being the singers and dancers in the musical numbers of the show!





# The Story of Cinderella

This show tells the classic fairy tale of Cinderella, but we've added some fun jokes and traditions from pantomime, along with a few local references.

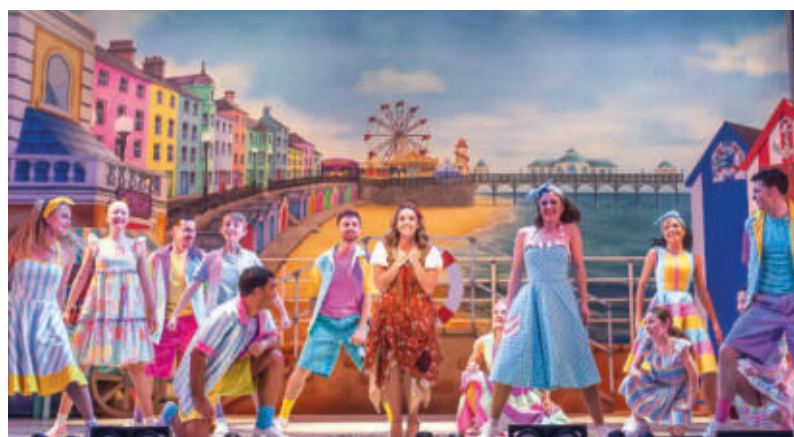
The story takes place on the Norfolk Coast, in a place called Crabbington Sands.

Cinderella lives with her mean Wicked Sisters at the Hardup Hotel, which is old and closed down. Since her father died, the sisters force Cinderella to do all their cooking and cleaning.

Cinderella's best friend, Buttons, is always there to help her. He is secretly in love with her and really wants to tell her how he feels.

Everything changes when Prince Charming and his assistant, Dandini, arrive in town. The Prince is throwing a big party called a ball because he needs to find a wife to take over the throne one day.

However, the Prince is more focused on his rockstar career, which he tells everyone about! When the excited villagers start chasing him, Prince Charming asks Dandini to pretend to be him while he (Prince Charming) checks into the Hardup Hotel as Dandini, just so he can have a few moments of peace.



News about the ball quickly spreads. Cinderella desperately wants to go, but her Wicked Sisters say no. Later, the Prince magically meets Cinderella in the woods and invites her to the ball that very evening. After some struggles and bad luck, Cinderella's Fairy Godmother gives her a beautiful dress to wear. But there is one rule: she must leave by midnight!

Cinderella makes a grand entrance at the ball, and the Prince is immediately taken with her. Sadly, the clock strikes twelve. Cinderella rushes away quickly, leaving just one glass slipper behind.

Prince Charming and Dandini set off on an adventure to find the person whose foot fits the slipper. In the end, the Fairy Godmother works her magic one last time. Fate brings everything into place, and Cinderella finally gets her happily ever after.



**Thank you for reading this  
Visual Story for Cinderella  
at Norwich Theatre Royal.**

We hope you enjoy the show and have a grand experience! Merry Christmas and Happy New Year, and we hope to see you back soon!



