

Norwich Theatre Visitor Charter

Guided by our values, we are committed to providing a safe, welcoming, inclusive and respectful environment for everyone who works at and visits our venues.

Honesty

We will...

Be open and honest with ourselves and everyone we work with, and listen sincerely to the feedback and suggestions we receive.

We expect our visitors to...

Be open and honest with us.

Kindness

We will...

Treat our colleagues and visitors with kindness and respect. We will not tolerate rude or abusive behaviour in our buildings.

We expect our visitors to...

Show kindness and respect to people and facilities.

Bravery

We will...

Challenge ourselves and actively embrace difference in pursuit of our vision.

We expect our visitors to...

Be open to new and different work and engage with it with an inquisitive mind.

Impactfulness

We will...

Work to achieve positive impacts for people and the environment at all times.

We expect our visitors to...

Remain open to the impact they have on the people around them and to support our efforts to make every visit more environmentally responsible.

Inclusivity

We will...

Embrace diversity in all its forms, work to make our spaces and programme accessible and open to all, and ensure our audiences can see themselves represented in the work we stage.

We expect our visitors to...

Respect the diversity they see in those around them and in experiences and stories different from their own.

Creativity

We will...

Nurture creativity through a diverse programme of performances, events and activities.

We expect our visitors to...

Respect the value of all forms of creative experience and the creativity of others.

If you notice something that doesn't feel right, please speak to a member of our team. We're here to help.