Playhouse Staff and Ushers

I will see the Playhouse staff and ushers wearing all black and staff tags throughout the building. I can ask them for help at any time.
ELEVATORS

There are multiple elevators in the building.

The Theatre Elevator is accessible from the Box Office and Main Floor Lobby.

I can take the theatre elevator to the Mezzanine (A2) or Balcony Seating (A3).

The Public Skywalk Elevator is to the left of the Box Office.

If I walk through the Skywalk, I will use this elevator to reach the theatre.

I will return to this elevator to leave the theatre at the end of the show.
BOX OFFICE

If I made a reservation for WILL CALL, I will check at the Box Office to the left of the Grand Entrance. I can also request assistance at this desk when I arrive for the performance.

This is where I can pick up an assisted listening device if needed.

I will meet a Playhouse Staff member who can assist me and help me find my way around the building. Ushers will be available to help me the entire time I am at the NorShor for the relaxed performance.
Finding My Seat

My ticket will indicate where I am seated. There will be ushers stations in the lobbies outside the theatre. One of these ushers will ask to see my ticket.

They will scan my ticket with a handheld scanner or tablet. I may see a red light or hear a quiet beep when my ticket is scanned. Then I will be able to enter the theatre and go to my seat.

The usher will also help me know where I should go. They may offer me a playbill.

I can ask a staff member to look at my ticket and help direct me where to go.
Monitors

I will see large monitors throughout the building. These monitors will show scenes from the show or have slides that have information about the Playhouse.

If I have questions about these images, I can ask a Playhouse staff member.
Activity Areas

There may be activities in the lobby of the Main Theatre and on the second-level Mezzanine that I can explore before the show begins.

I can ask a Playhouse staff member for help to find these areas.

These activities will end 10 minutes before the performance starts so I have time to get to my seat.
Quiet Area

There is a quiet area available for anyone to visit before, during, or after the performance. There will be comfortable seating and sensory tools I can use to relax and self-regulate as needed. There will also be a Playhouse Staff member or volunteer in these areas to help me or answer any questions I have.

The quiet area is up the stairs on either side of the Main Theatre, or I can take the theatre elevator to the Mezzanine. I can go here to stretch, color, or relax at any time.
Public Restrooms

I can use the public restrooms in the main lobby. They are separated by gender identity and have multiple stalls, automatic faucets, and paper towels. There is also a loud hand dryer that I can use.

The toilets are manual flush, and there are urinals with manual flushers in the men's room.
Check Out Station

I can visit the Check Out Station in the main lobby.

I can borrow fidgets or headphones, or ask any questions I have.
I can choose to wear my mask when I am inside, or I can choose not to. Some people will wear masks, some will not. Either choice is fine.

There are food and beverage items available for purchase that I can enjoy before the show or during intermission. I can bring my snack or beverage to my seat.

I can bring bottled water with me and refill my bottle at the drinking fountain located outside the public restrooms.

I can also bring my own snacks from home.

I can choose to wear my mask when I am inside, or I can choose not to. Some people will wear masks, some will not. Either choice is fine.