

## **Visual Story**



This is a visual resource to assist you with your visit to the venue. It is intended to help you prepare for a new experience, and to help you become familiar with the surroundings and situation.

Welcome to G Live. This is an entertainment, conference and hospitality venue in Guildford.

There are two entrances to the venue, depending on where you arrive from.



This is the **front door** of the venue. You will walk through here into the foyer. The doors will open automatically. It can be accessed from London Road, if walking up from Guildford High Street.

The **front doors** lead to the **foyer**. This is where the audience waits before the show and during the interval.

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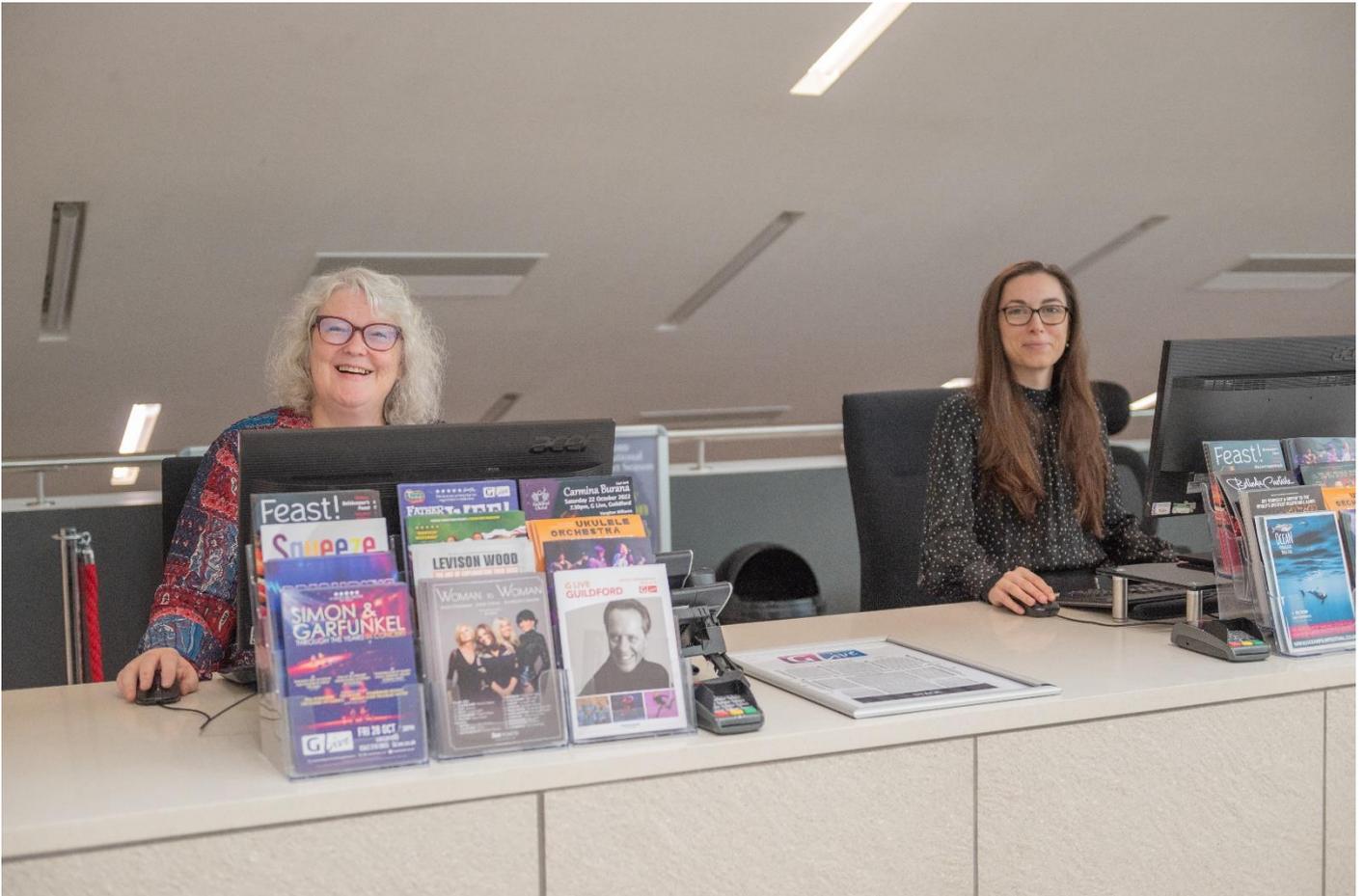
You can also enter G Live from the **lower floor entrance**, which can be accessed from the G Live Car Park. When facing the back of the building, follow it around the left-hand side to find the entrance. You can then reach the **foyer** by following the stairs up or taking the lift.



When arriving for a show at G Live, please be sure to have your ticket ready to be scanned on the door. If you do not have a ticket, you can ask to visit the **Welcome Desk** and print one out.



This is the **Welcome Desk** where you can buy and collect your tickets before a show. It is in the main Foyer, slightly to the left of the main entrance.



There is a **café** in the foyer, where you can buy drinks and snacks to eat before the show and during the interval.



There are **seats** near the café that you can sit on before and after the show, and during the interval.



There is a **lift** on the right hand side of the foyer, which you can use to access all three levels of our venue.

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There is a **staircase** opposite the **café** which leads to the top level. This is where you will find our Mezzanine Floor, with extra seating if the café is full.



There is a **staircase** beside the **Welcome Desk** which leads to the **lower foyer**.



There are **two bars** on the lower foyer. One **bar** will be straight in front of you, the one **bar** will be on the left hand side.



You can buy drinks and snacks at the bar before the show and during the interval.

There are **toilets** at different points throughout the building. Some are in a corridor beside the **café** and at the **lower foyer** beside the **bar**. 10



On the right hand side of the lower foyer, there are seats where you can sit before and after the show, and during the interval of the show.

If you need a break during the show, you can come out and sit here.



Opposite the **lower foyer doors** is the **cloakroom**.

If you want to, you can pay to leave your coats and bags here during the show.



You can also collect earplugs from the **cloakroom** or the **Welcome Desk** if you are worried that the show might be too loud for you.

If you are unsure of where to go during your visit, you can look at our signs to help you or ask a member of staff for directions.



# Entering the Auditorium for the show



The **Auditorium** is where the show happens.



There are some rules that you will need to follow. This is to help keep everyone safe.



You can take your drink into the **auditorium** in plastic cups, bottles or flasks only. No glass is allowed.

For certain events, you are not allowed to use cameras or phones to take photos or videos during the show. Instructions will be made clear via an announcement preceding the show starting.



You can take a photo of you and your family or friends sitting in your seat before the show if you want to.

There will be an announcement 15 minutes before the show starts. You will hear the staff saying:



‘Please note the auditorium is now open to take your seats and today’s/tonight’s performance will start at...’

There will also be a bell that will ring 3 minutes, 2 minutes and just before the show starts.



Once you have heard the announcements, you will go through the doors into the **auditorium**.

There are different doors to enter the **auditorium** through. This depends on where you are sitting. The doors all have numbers.



Different seats in the **auditorium** have different names.

You can access the **stalls** through doors 1, 2 & 3 on the lower foyer.

Door 1

Near the bar



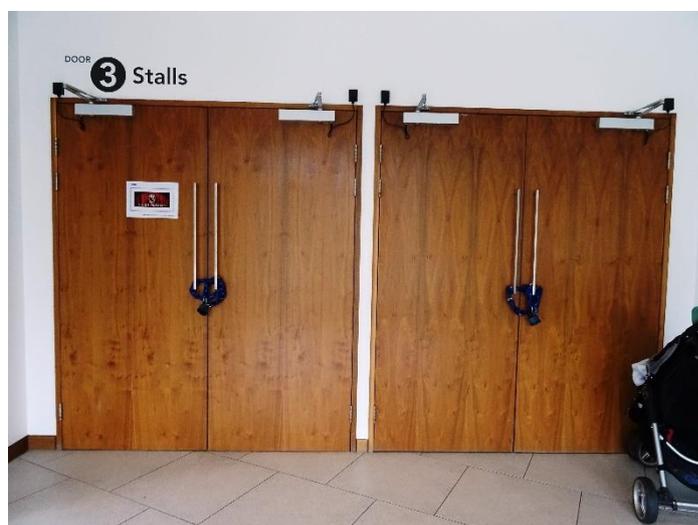
Door 2

Next to the cloak room



Door 3

Opposite the Bellerby Studio



You can access the **tiered stalls** through doors 4&5 on the middle level

Door 4

Near the **café** on the left hand side of the foyer



Door 5

Near the **lift** on the right hand side of the foyer



You can access the **circle** through doors **6&7**  
on the top level

### Door 6

Up the stairs opposite the café



### Door 7

Up the stairs opposite the  
lift



You will see **ushers (helpers)** with G Live badges. They will check your tickets into the **auditorium**. You can ask them if you need any help.





Before the show the auditorium will be quite busy and could be noisy as people are finding where to sit and getting ready for the show to start.

Don't worry, everyone will soon sit down and be quiet.

When the show is about to start, the lights in the **auditorium** will be turned off and it will become dark. Everyone will be quiet.



You should also try to be as quiet as you can so that you do not miss any of the show.

The people on stage are called **performers**.



During the show you might hear the performers make a joke. Other people might laugh. If you want to, you can laugh too.



You might also see something that makes you feel sad.

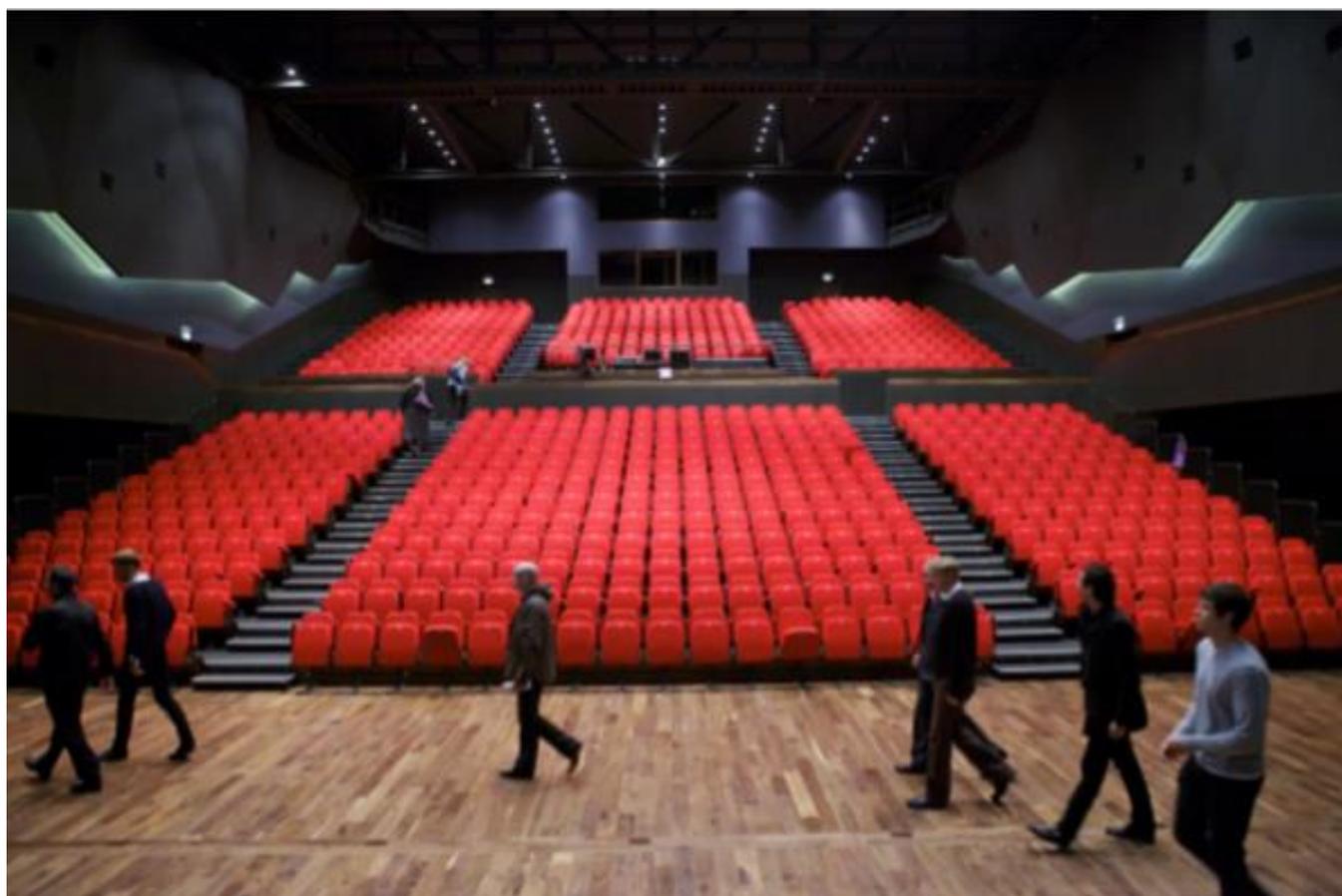


When the show finishes, the people on stage will bow.



People will clap and maybe even stand up and make noise if they enjoyed the show. You can clap too if you want to.

After the show finishes, the lights in the **auditorium** will come back on and everyone will leave.



It might get quite busy, but you can always wait in your seat until everyone else has gone.

Once you have left the show, you might want to talk to family and friends about your visit.

**G LIVE**  
**— GUILDFORD —**

We hope you enjoy your time at G Live!