

Welcome to the Capitol Theatre



Image Description: The Capitol Theatre logo

Venue Guide — March 2025

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Getting to the Capitol Theatre

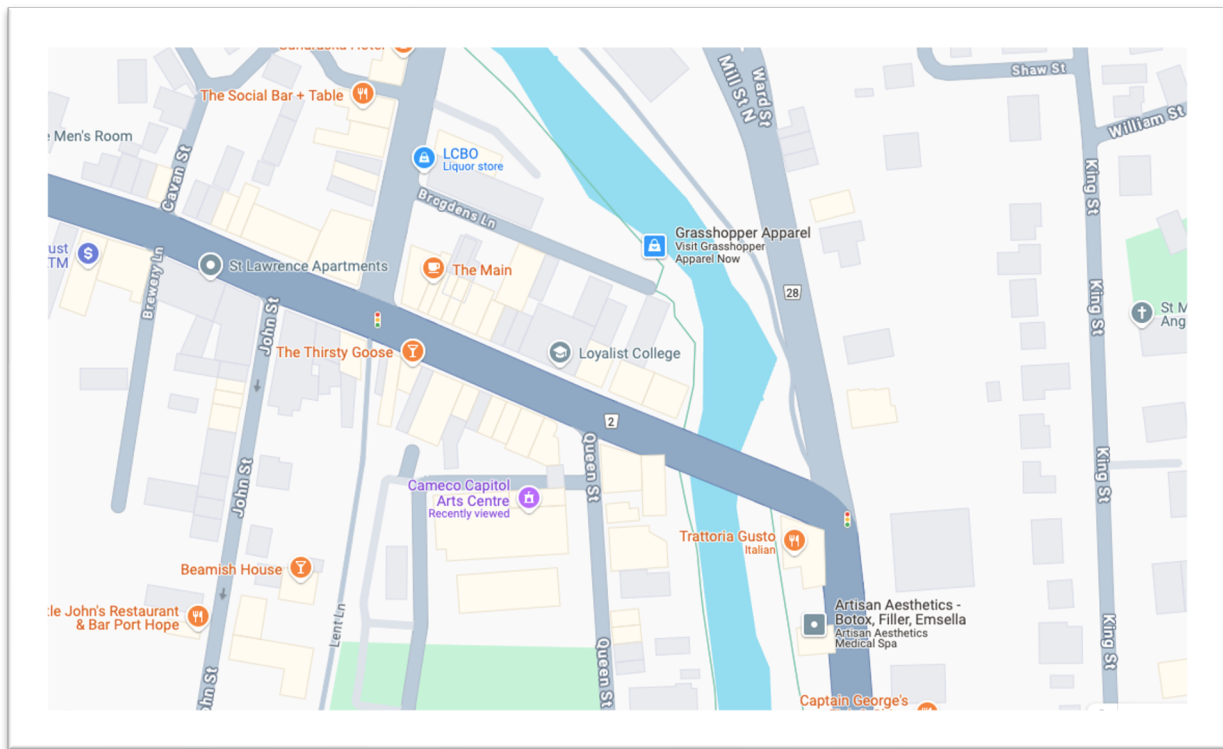


Image Description: A map of the area around the Capitol Theatre.

The Capitol Theatre is located at 20 Queen St., in Port Hope.

The closest intersection to the Capitol Theatre is **Queen St. and Walton St./Highway 2.**

You can get to The Capitol Theatre by driving or taking a taxi; walking; or riding a bicycle.

For detailed directions to the theatre,
please click on the following link or visit:
<https://capitoltheatre.com/getting-here/>

Below is some information about getting to The Capitol Theatre that may help you prepare for your visit.

Bicycle — There are many places to lock bicycles along the main and side streets of downtown Port Hope.

Car — If you are driving, please allow extra time due to traffic on the highway - especially on weekends.

Parking — As the Capitol Theatre is located in downtown, historic, Port Hope, there is no dedicated parking lot. The town itself has a mix of paid and free spots and lots. Any metered spots will require coins to pay for parking, cards are not accepted. It is approximately \$1.00 for 1 hour of parking, but please come prepared to pay more. For more details on parking and locations of free parking lots please follow this link: <https://capitoltheatre.com/getting-here/>

Accessible Parking — Patrons with accessible parking passes can park in any legally metered spot without paying as long as their accessible parking pass is clearly displayed. Failure to display the pass or park legally will result in a ticket.

Taxis and other drop offs — There is a designated pick-up and drop-off area underneath the marquee sign. This area is in high demand and is for drop-offs/pick-ups only and is not to be used as parking spot.

Once You Arrive



Image Description: The outside of the Capitol Theatre, a large green and orange sign is above the black marquee

The Capitol Theatre is a large, historic, building with a lot of windows and two floors. Both floors can be reached by using **stairs or taking the lobby elevator**.

Entrances

The entrances to the Capitol Theatre are on Queen Street.

There are two entrances beside each other.

If you are coming from Walton St./Highway 2, you will come to the Grand entrance first and the Box Office entrance will only be a few meters past this.

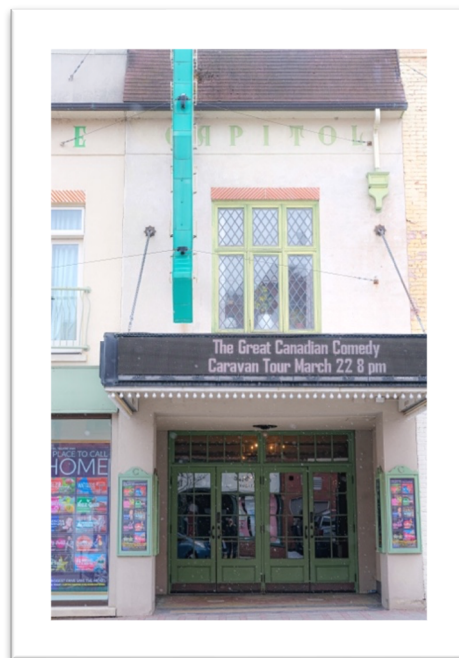


Image Description: The outside of the Grand entrance to the Capitol Theatre.

Grand entrance

There are two sets of double doors beside each other to enter the lobby at the Grand entrance.

The doors are glass with green wooden frames.

The outer doors are usually closed, but the inner doors are open and staffed.

Both sets of doors are 1.52m (4.98") wide.

There is a metal divider where the flooring changes from the outside concrete and brick to the inside of the theatre which is polished concrete.

There are large mats inside the door to wipe your feet on if it is wet or snowy outside.

Once through the outer doors there is a vestibule to move through.

Past the vestibule, there are two more doors. The doors on the left will be open for people to move through.

This area leads to the stairs and elevator for the second floor, the Capitol Café, and the main floor of the theatre/auditorium.

This area is carpeted.

There is some seating in this area.

To get to the main floor from these doors there are four (4) steps up.

Box Office Entrance



Image Description: The outside of the Box Office entrance to the Capitol Theatre.

The doors to the Box Office entrance are south of the Grand entrance.

This entrance looks newer than the Grand entrance.

The doors are glass and are 1.52m (4.98") wide when both are open, or 70cm (27.5 inches) wide if only one is open.

There is a metal divider where the flooring changes from the outside concrete and brick to the inside of the Box Office which is tiled.

There are large mats inside the door to wipe your feet on if it is wet or snowy outside.

Immediately inside the doors to the right is the Box Office and to the left is Coat Check.

Past both areas, **the flooring changes to carpet and there is an incline.**

Box Office



Image Description: A photo of the Box Office counter at the Capitol Theatre.

Tickets can be collected or purchased from the Box Office before entering the lobby.

The Box Office can be accessed street level.

The doors to the Box Office are just south of the Grand entrance on Queen St.

There is a push button for the accessible entrance to the Box Office.

The button only opens one door. The width, when the door is open, is 97cm (38 inches).

The Box Office opens one (1) hour prior to each performance. This means if the show is at 2pm, the Box Office will open at 1pm.



Coat check

Coat check is located opposite the Box Office inside the southern entrance to the building.

Coat check is by donation, with a suggested donation of \$2 per item, and can be paid for using cash, credit or debit cards.

A limited number of hearing assistive devices can be borrowed during the show. These are given out on a first-come, first-served basis at the coat check.

Lobby

The lobby can be accessed through either entrance doors on Queen St.

The lobby is cozy.

There are two entrances to the auditorium on the Orchestra level (main floor) from the lobby. One entrance is via four (4) steps up from the Grand entrance doors and the other is via a ramp/incline from the Box Office entrance.

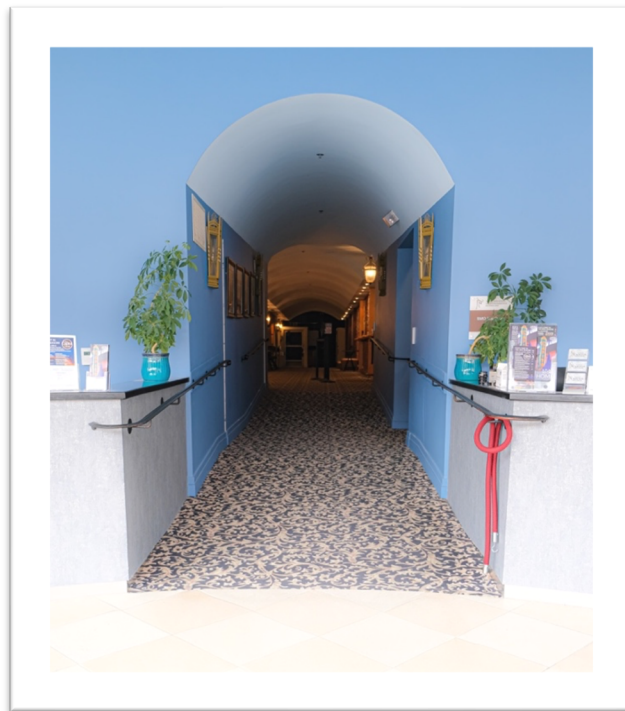


Image Description: The lobby - from the Box Office doors facing into the building towards the café.

There is soft lighting in the lobby.

There is a carpeted incline/ramp up from the Box Office and Coat Check to the Capitol Café and then back down to the entrance to the auditorium and washrooms.

The carpet is black with gold leafy swirls patterned on it.

There are handrails on both sides of the incline/ramp.

Partway up the incline/ramp there is an opening to the right. There are washrooms here.

There is some seating in the lobby closest to the Capitol Café.

Often the lobby smells of popcorn — this is because there is a large popcorn machine by the café.

There may be a lot of people in the lobby. They are all waiting to go and see the same performance. Some people may be in lines at the Box Office or the Capitol Café, to buy something from these areas please join the line (if there is one). The sound of people talking may feel too loud, please come prepared with sound dampening headphones, ear plugs or whatever else you may need to feel comfortable.

Capitol Café



Image Description: An usher stands at the cafe ready to serve someone popcorn. They are smiling broadly.

Drinks or snacks can be purchased at the Capitol Café before the performance and at the intermission.

The café takes cash, debit and credit cards for payment.

Drinks are allowed in the theatre.

The bar menu and pricing could change throughout the year. Please come prepared.

There is a well-lit seating area with tables beside the café.

The chairs do not have arms on them.

The floor of the seating area is hardwood.

There is a slight lip on the hardwood (coming up and over the carpet) where the flooring changes. Please watch your step here.

There is a bar rail/shelf along the right side of the wall in the lobby where people can place drinks and wait for the auditorium to open. If you are a mobility device user, please be aware of the bar rail.

Elevator



*Image Description: The button panel inside the elevator.
Each button is labelled with a number and a location.*

The Capitol Theatre has one elevator to take people between floors.

All floors are clearly marked on the elevator button panel.

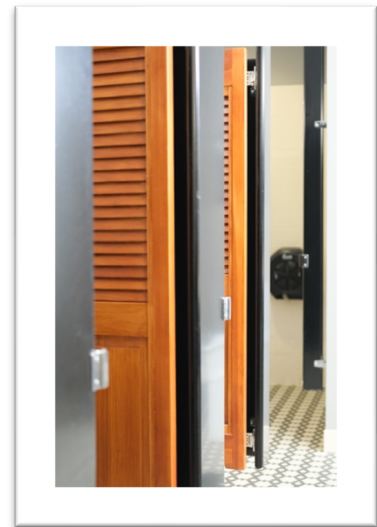
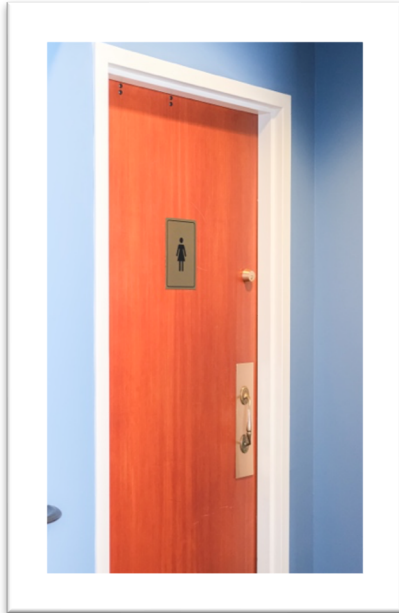
The G button takes people to the lobby beside the café.

The 1R button will let people off at the auditorium level at the back of the auditorium.

The 2 button will let people off at the Sculthorpe Theatre (Quiet Room) and the second-floor lobby area.

The elevator is carpeted.

Washrooms



*Image Description: Top left: the door to the women's washroom by the box office.;
Top right: The doors to the women's and men's washrooms by the auditorium entrance.;*

*Bottom left: Manual sinks inside a washroom.;
Bottom right: Stall doors inside the women's washroom closest to the auditorium.*

There are several sets of washrooms in the building.

Washrooms are gendered, but please use whichever makes you feel most comfortable.

Elevators and stairs can be used to get to floors with washrooms.

All toilets flush manually.

All washrooms have manual sinks.

All washroom floors are tiled.

There is an accessible stall in the following washrooms. The widths of the doorways are:

Auditorium lobby: Women's washroom door: 81cm (31.88 inches)

Women's washroom accessible stall door: 80cm (31.49 inches)

Width x length inside stall: 1.46m W x 1.52m L (4.8" W x 5" L)

Men's washroom door: 81cm (31.88 inches)

Men's washroom accessible stall door: 78cm (30.7 inches)

Width x length inside stall: 1.46m W x 1.52m L (4.8" W x 5" L)

Accessible Washrooms

There is no stand-alone accessible washroom at the Capitol Theatre.

Caregivers may accompany those who need it into whichever gendered washrooms feels the most comfortable for their group or you may choose to use the family washroom located by the Box Office.

The measurements for this washroom are as follows:

Family washroom: Washroom door: 85cm (33.46 inches)

Width x length inside: 1.69m W x 1.10m L (5.5" W x 3.6" L)

The Auditorium



Image Description: Inside the auditorium, facing from the stage towards the back of the seating area. The seats are deep red, and the walls are painted with trees and sky.

Seating in the auditorium is assigned.

The location of each person's seat is on their ticket. This includes the row letter and seat number.

Ushers can help people find their seats if needed.

The seats are fixed, this means the chairs do not move.

The back of the auditorium is higher than the front. This is to help people see over those seated in front of them when possible.

The walls of the auditorium are painted in beautiful colours.

There are steps and/or ramps up/down to the higher, back, seats.

Photographs and videos are not allowed to be taken during the performance.

Please keep your mobile devices on silent during the performance.

You may use your mobile device during the performance if needed.

If you need help at any time, the ushers are there to help.

Entrances to the Auditorium

There are two (2) entrances to the auditorium.

One entrance is at the front of the auditorium and can be accessed by moving past the Capitol Café and down the ramp/incline to the entrance.

The second entrance is via the Grand entrance lobby vestibule and can be accessed either via the four (4) steps up or by the elevator. These entrances open at the back of the auditorium.

Accessible Seating

Limited accessible seating is available, please book these seats in advance if needed.

For Relaxed Performances that number of accessible seats will be maximized.

Please indicate the need for accessible seats when booking tickets.

Orchestra Pit

At the front of all the seats is the Orchestra Pit.

This is where the musicians play the music for the performance.

Please do not lean over into the Orchestra Pit.

When the auditorium opens the Orchestra/Band may be warming up. This means they will be playing their instruments, but that each person is playing something different to get ready for the performance. If it is too loud, please consider wearing sound dampening headphones.

The Orchestra Pit is not always used. For some shows it may be open and for others it may be closed.

The Stage



Image Description: The stage of the Capitol theatre from the back of the auditorium. The curtains are open, and the stage is empty/bare.

The stage is a classic proscenium arch stage. That means that the performers will be slightly raised and that the stage is at the front of the auditorium.

It is never safe for audience members to try to get on the stage — there is too much action and moving set pieces.

During the Performance

The house lights (lights over the audience) will be kept on at a low level.

Sound levels will be slightly reduced.

Please refer to the show Fact Sheet for specific information on lighting, sound, content and sensory moments that may help you prepare for the performance.

Photographs and videos are not allowed to be taken during the performance.

Please keep your mobile devices on silent during the performance.

You may use your mobile device during the performance if needed.

If you need help at any time, the ushers are there to help.

Movement & Vocalization

During the performance audience members are invited to move if needed — this includes in their seat and in and out of the auditorium.

Rows I and J have been kept open if anyone needs to move to a seat in either of those rows at any time.

Ushers can help if assistance is required exiting or re-entering the auditorium.

Audience members are invited to experience the performance in whatever ways feel authentic to them. This includes, but is not limited to, movement, vocalization and stimming.

Quiet Room

For Relaxed Performances a room has been set aside for anyone who may need a break during the performance.

The Sculthorpe Theatre (on the second floor) will be the Quiet Room. This room is available for anyone who may need a break from the performance. The Sculthorpe Theatre is large space and offers room to move and places to sit or lay down.

The Sculthorpe Theatre is accessible via the elevator (via button 2) or the curved staircase.

There is a washroom on the second level for anyone using the Quiet Room.

Mask Friendly Space

The Capitol Theatre is a mask friendly space.

The Capitol Theatre is “mask friendly” and encourages anyone who may benefit from, or who feels more comfortable, wearing a mask to do so.

At this time masks are not required to be worn inside the Capitol Theatre.

Emergency Exits

In case of an emergency, make your way calmly towards the lit-up exit signs and an usher will direct you where to go to exit the building safely.

This may include waiting in a refuge area until you can be safely escorted out of the building.

End of the Performance

At the end of the performance the performers will come onto stage to bow. They may come out to bow more than once depending on the applause and reaction from the audience.

Sometimes these bows (called curtain calls) can be quite loud — please be prepared for this.

Please wait until the actors have left the stage and the house lights (the lights over the audience) come up fully before exiting the auditorium.

Unlike when you entered the auditorium, everyone will be leaving at the same time so it might take a little longer before you are out in the lobby.

Because each person moves at a different speed, please be patient with others as you exit.

After the show the washrooms and coat check will be open, but the café and Box Office will be closed.



Map of Seating at the Capitol Theatre

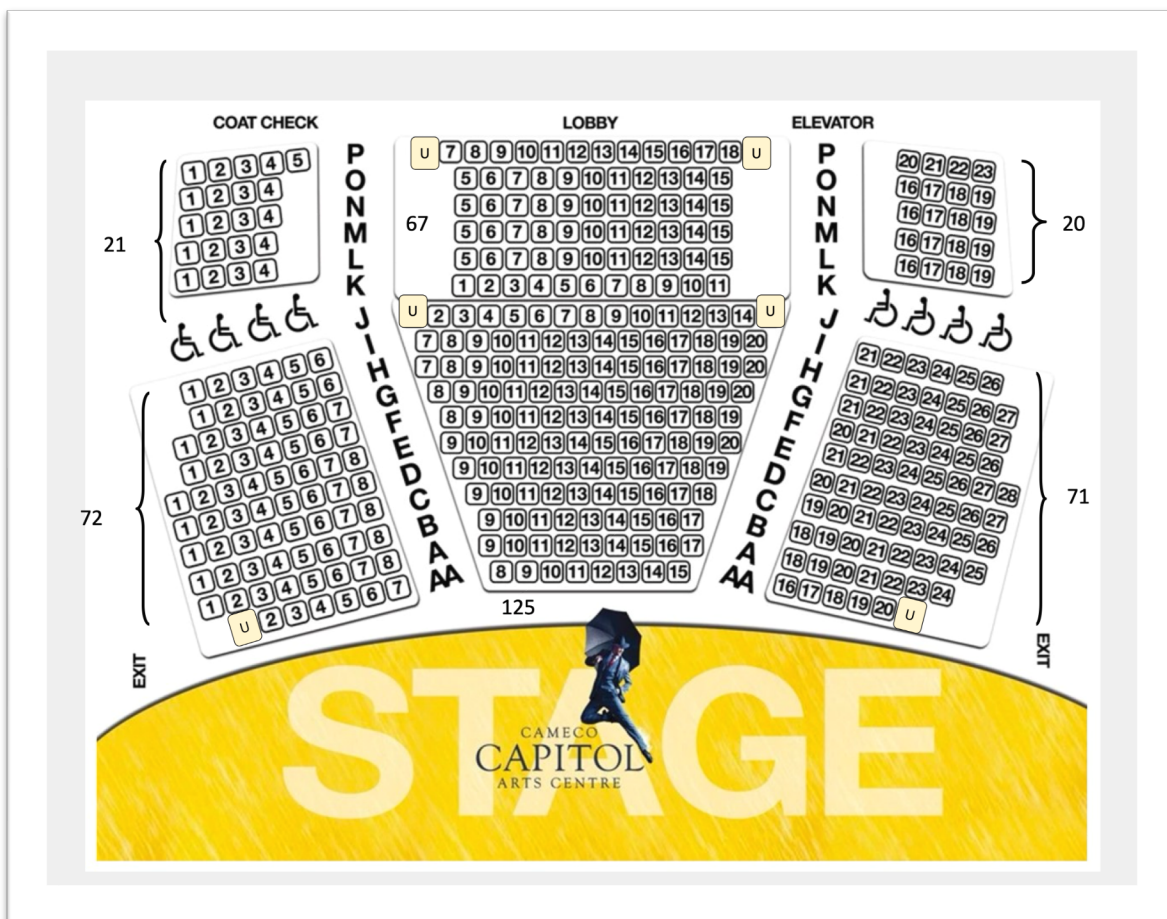


Image Description: A map of the seating at the Capitol Theatre. The yellow section at the bottom is the stage.

General Info

Relaxed Performances — Relaxed Performances are designed for those who may benefit from a more relaxed approach to live performance viewing. House lights (the lights over the audience) will be left on at a low level, recorded sounds will be played a little quieter, audience members are encouraged to be authentically themselves — fidget, move, stim, vocalise — whatever you need to do to enjoy the performance, and you can exit and enter the theatre if needed.

Movement — at times you may feel the need to leave the theatre to use the washroom or to take a break — this is ok. If there is action in the play that requires an entrance or exit of an actor as you are trying to leave, an usher will advise you to wait and will help you find a safe time to leave the theatre. Please listen to the usher — they are here to help you and to ensure your safety.

Open seats — Rows I and J have been left unsold if you would like to move to these seats during the performance. Why move? If you feel too close to the stage, the sounds are too loud, or you just feel more comfortable sitting in a row with less people. You can move for any of these reasons — or others — it is up to you if you would like to move to these seats during the performance. We only ask that you be mindful of others who have also moved to seats in these rows.

Quiet room — there will be a Quiet room set up for those who may need a break from the performance. On the day of the performance, an usher can help you find the Quiet room.

Fact Sheet — for each Relaxed Performance a Fact Sheet will be prepared. A Fact Sheet explains a little about the show, will highlight any sudden lighting or sound changes, and will help you prepare for that specific performance. If you would like access to a Fact Sheet, please let Box Office know when you book your tickets. Fact Sheets will be prepared approximately one (1) week prior to each Relaxed Performance.



Questions

For more information on Accessibility at the Capitol Theatre
please contact info@capitoltheatre.com
or call the Box Office at 905-885-1071.

Thank you!

Thank you for attending a performance at the Capitol Theatre. We are excited that you have chosen to spend some time with us and hope to see you again!

Venue Guide prepared by Rachel Marks, 2025