

What to Expect at Merrimack Repertory Theatre



Social Story, Visual Narrative, and Access Guide

Welcome to Merrimack Repertory Theatre!
We are happy that you are joining us for a performance.



This guide is designed to outline what to expect at Merrimack Repertory Theatre. It will share information about arriving at the theatre, getting settled at the theatre, and expectations during the performance.



TABLE OF CONTENTS

BEFORE YOUR VISIT	4
GETTING TO THE THEATRE	11
WHO YOU MAY MEET	21
ARRIVING AT THE THEATRE	25
BEFORE THE PERFORMANCE	33
DURING THE PERFORMANCE	53
AFTER THE PERFORMANCE	60

BEFORE YOUR VISIT

We recommend purchasing tickets ahead of time. You can try to purchase tickets on the day of the show, but they may not be available.

You may purchase tickets for any show before your visit by...

- Going to Merrimack Repertory Theatre's website:

<https://tickets.mrt.org/>

The screenshot shows the website interface for Merrimack Repertory Theatre. At the top right, there are links for "Login" and "Your shopping cart is empty" with a "Shopping Cart" button. Below this is the "Order for Guest" section with the MRT logo and name. A navigation bar contains links for "2023-24 SEASON", "BOX OFFICE", "PLAN YOUR VISIT", "SUPPORT MRT", "EDUCATION", "ABOUT", and "MY ACCOUNT". A search bar is present with "Search Events" and "Event Dates" fields. The main content area features a "2023-24 SEASON" banner with the MRT logo, a list of shows: "GASLIGHT", "A CHRISTMAS CAROL", "DISHWASHER DREAMS", "THE PORCH ON WINDY HILL", "SPIRITUS/VIRGIL'S DANCE", and "RED RIDING HOOD | THEATER FOR YOUNG AUDIENCES (NON-SUBSCRIPTION)". A "45th SEASON" logo is also visible. Below the banner is a promotional code entry field and a detailed description for "GASLIGHT": "BASED ON THE PLAY BY PATRICK HAMILTON. A NEW VERSION FOR THE STAGE BY STEVEN DIETZ. DIRECTED BY COURTNEY SALE".



- Calling the Enterprise Bank Box Office: 978-654-4678
 - Visiting Merrimack Repertory Theatre's Enterprise Bank Box Office at 50 East Merrimack Street in Lowell.
- Hours: Tuesday – Friday,
11:00am – 4:00pm each day.



[Click here to learn more about venue accessibility at Merrimack Repertory Theatre.](#)

Although it is not required, you may wear a medical face mask when in the building.

[Click here for more information on Merrimack Repertory Theatre's COVID protocols.](#)



When you purchase a ticket, you can select your seat based on the seats that are available.

If you are sensitive to sound, you may want to pick a seat that is further away from the speakers.



EXIT



EXIT

EXIT

EXIT

If you like to take breaks during an event, you may want to pick a seat close to an exit. You are free to come and go as you please throughout the performance.

If you like to move around during the performance, you may want to pick a seat close to one of the entrances/exits of the theatre with quick access to the Inner Lobby.

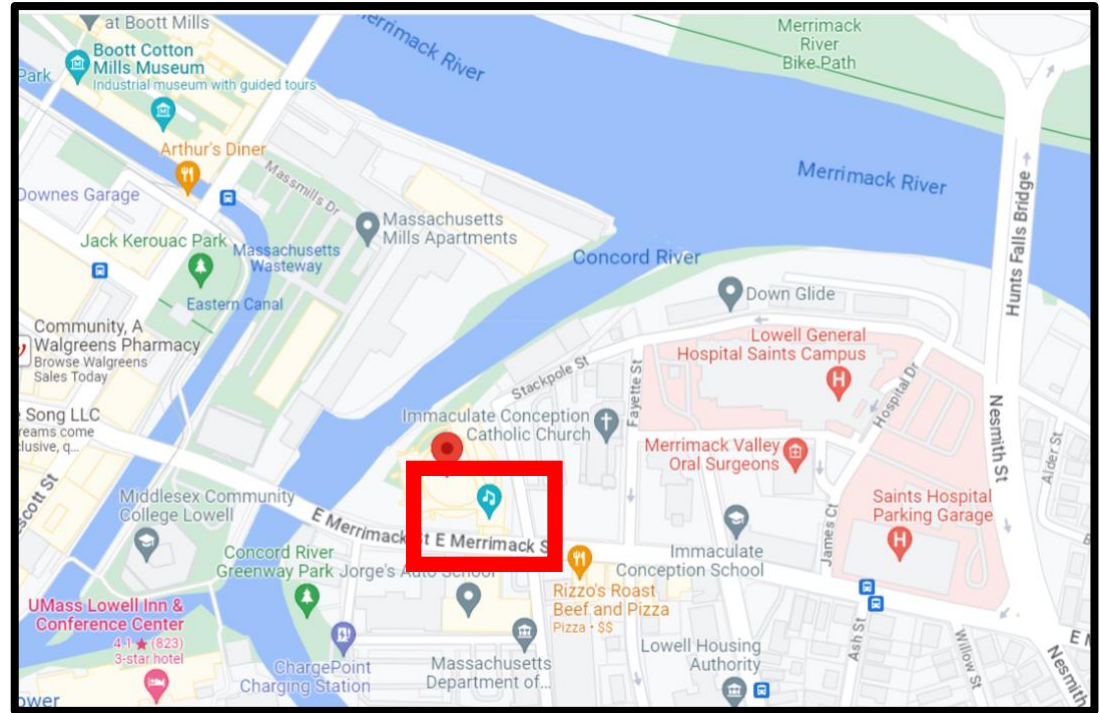
The Inner Lobby is a space where audience members can pace, move, stim, stand, or sit on the ground/in a chair while you are able to watch the show on one of our two monitors.

You are free to use the Inner Lobby at any time during the performance if you need to leave the theatre. Photos of the Inner Lobby are on page 34.

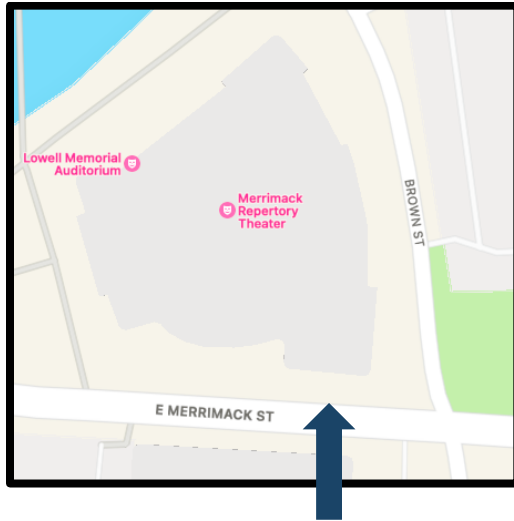
If you already purchased tickets and need to change your seats based on this information, please call the Enterprise Bank Box Office at 978-654-4678. They will do their best to move your seat.

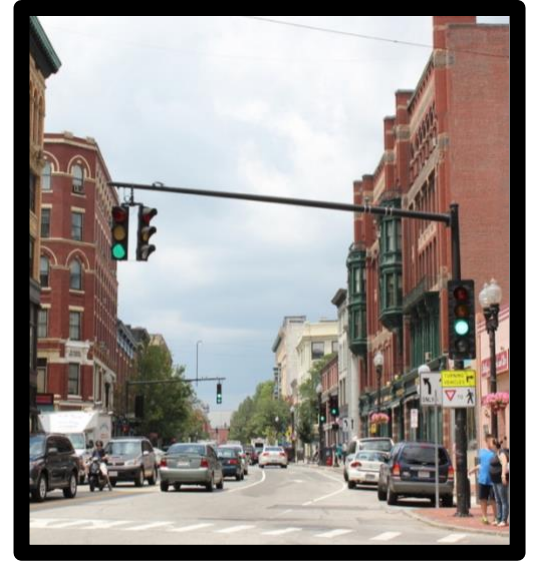
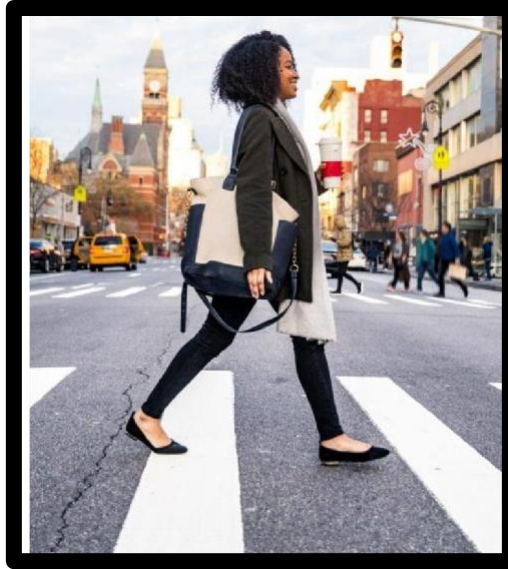
GETTING TO THE THEATRE

Merrimack Repertory
Theatre is located at
50 East Merrimack Street in
Lowell, Massachusetts.



The entrance to Merrimack Repertory Theatre has a staircase that is close to the intersection of East Merrimack Street and Brown Street.



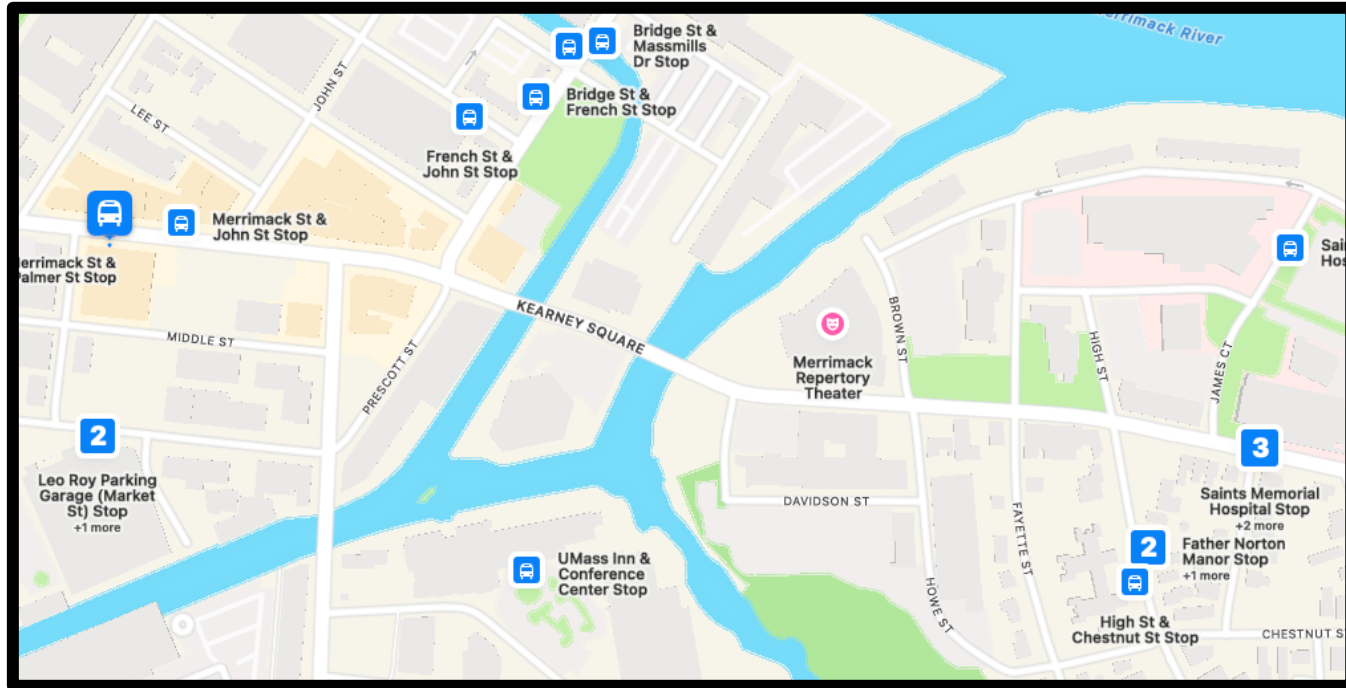


To get to Merrimack Repertory Theatre you may walk, take a car, or arrive by bus.

If you are taking a car service or the LRTA Road Runner, you may be dropped off directly in front of the theatre. If you need to be dropped off closer to the door, there is an area to pull into in front of the building.



To get to Merrimack Repertory Theatre, you may ride a bus.



The following Lowell Regional Transit Authority (LRTA) bus stops are nearby:

- Father Norton Manor Stop (2) – 3 minute walk**
- Bridge Street & French Street Stop – 4 minute walk**
- Saints Memorial Hospital Stop (3) – 4 minute walk**
- UMass Inn & Conference Center Stop – 5 minute walk**
- French Street & John Street Stop – 6 minute walk**
- Merrimack Street & John Street Stop – 6 minute walk**
- Leo Roy Parking Garage (Market Street) Stop (2) – 8 minute walk**

(walking times are estimated)

The sidewalks in Lowell can be uneven due to tree roots and settling of the pavement or concrete. There can also be trolley tracks that cross through the sidewalk. Please use caution.



In you come by car, there are several options for parking.

**Immaculate Conception Church Lowell generously offers FREE parking to MRT patrons. Their lot is located directly next to Liberty Hall. Parking may be limited during mass times:
Saturday at 4:00 pm,
Sundays at 8:00am,
10:00am, and 12:00pm.**



Parking is on a first-come, first-served basis. When there are shows and events at Lowell Memorial Auditorium, it may be difficult to find a space in the lot.

Access the parking lot via East Merrimack Street to Brown Street.

Address is 144 East Merrimack St. Lowell

Nearby Parking Garages, which are all about a 5-10 minute walk:

Lower Locks

90 Warren Street

John Street Garage

75 John Street

Leo Roy Parking Garage

100 Market Street



WHO YOU MAY MEET

The staff and ushers are friendly, open, and welcoming. Please let them know if they can help. Many of them will have nametags on so they can be identified more easily.

Box Office Staff



Chris Torres
Box Office Manager



Davira Kuy
Box Office Lead



Calvin Plunkett
Box Office Assistant

Our House Manager usually wears a shirt and tie or dressier clothing.



John Dyson
House Manager



Gabby Davis
Assistant House Manager

There will also be Ushers, who usually wear a white shirt and black pants.



ARRIVING AT THE THEATRE

When you arrive, you can enter the building using the main stairs or the ramp.

The ramp is to the left side of the entrance. The stairs are at the front of the theatre, where three sets of double doors can be used to enter (there are MRT banners and posters outside this entrance).

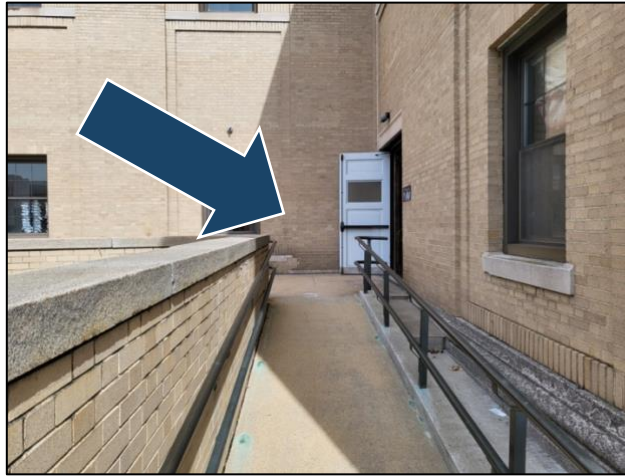
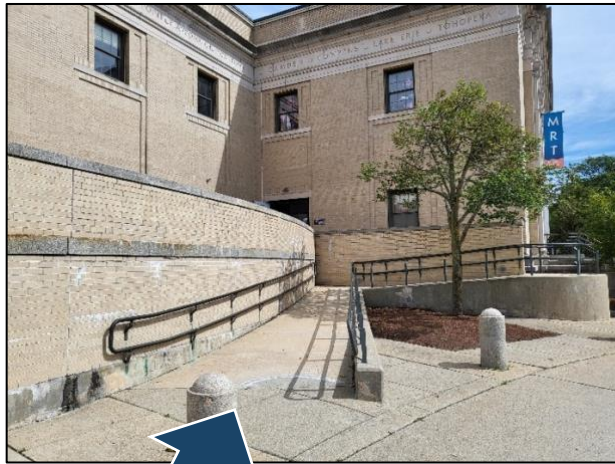




As you enter the building from the stairs, you will be in the Outer Lobby at the Enterprise Bank Box Office. The Outer Lobby is a small space.



If you used the ramp, you will need to ring the doorbell at the door for assistance. An MRT Staff person or an usher will open the door. You will be in a hallway that leads to the Inner Lobby.



You can get your physical tickets at the Box Office when you arrive. There may be other people picking up tickets, so you may have to wait in line.



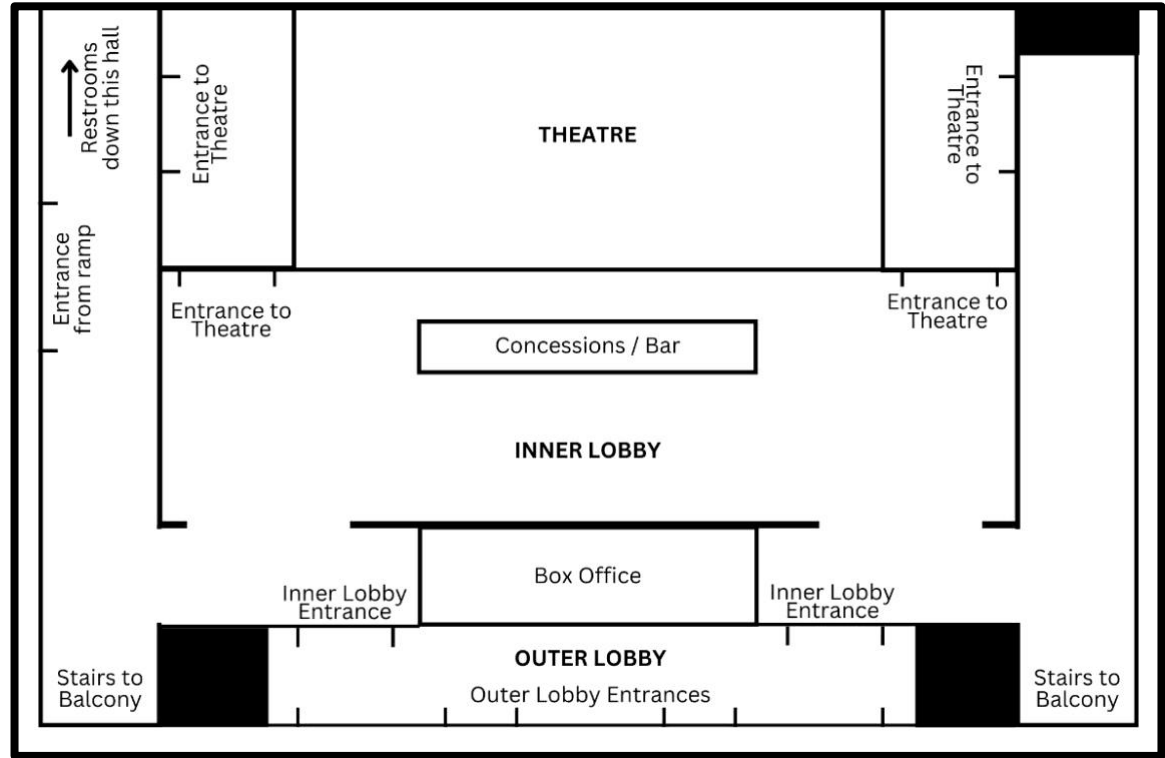
If you would like an assistive listening device, you may get them from a member of the Box Office. There will also be MRT staff who can help you.



If you use a digital ticket on your device, you can just show it to an usher to scan. The ushers usually wear a white shirt and black pants. The scanner will make a beeping noise when your ticket has been scanned.



You can refer to this map to understand where important spaces are in relation to the lobby.

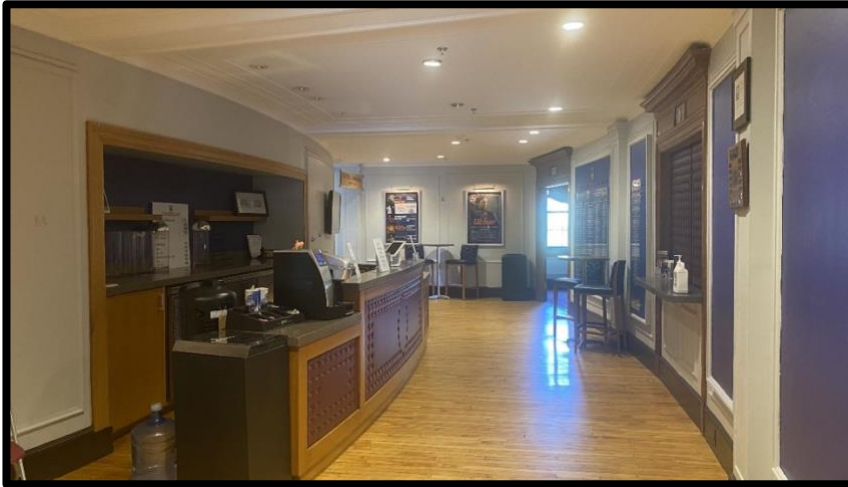


BEFORE THE PERFORMANCE

When the double doors on either side of the Outer Lobby open, you can go to the Inner Lobby through these doors. There are several seating options where you wait.



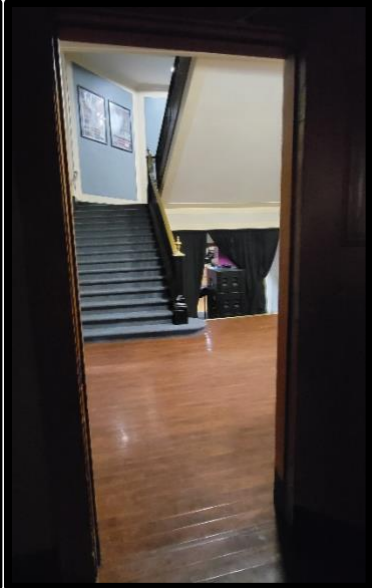
The Inner lobby is a good place to have a snack or drink before the show. You may eat and drink in the theatre during the performance. Trash cans for food and beverage waste can be found in the lobby and at theatre entrances.



If you have a jacket and would like to hang it up, there is a coat rack area to the right of the Inner Lobby.



You may want to visit the restroom before the show. The nearest restrooms are down the hall and to the left of the theatre.



There are signs that direct towards the restroom. You can also ask a staff member if you need help finding the restroom or anything else. The restrooms are ADA compliant.

If you need a changing table, the staff or ushers can recommend which restroom is best.



There is a water dispenser in the Inner Lobby. Please ask MRT Staff to assist you if you bring your own refillable water bottle. We also have bottled water available for purchase.



While you wait, you can access the WiFi

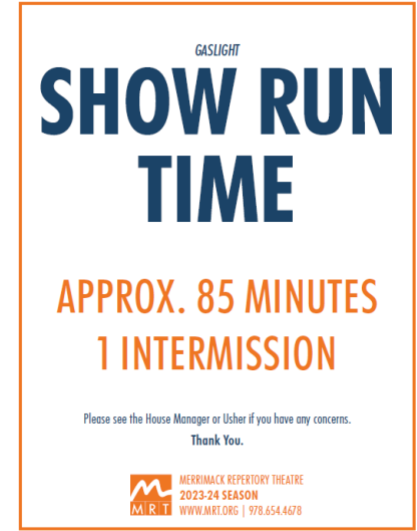
WiFi Network: MRT – Liberty Hall

WiFi Password: JustalittleJazz

(all one word, and the J's are capitalized)

Throughout the Inner Lobby, there will be flyers posted with the following information: the performance's run time, as well as any design elements in the show that are important to note.

These can include the usage of loud noises, strobe lighting effects, smoke/haze, the use of a prop weapon such as a fake firearm, and other show-specific design elements.



If you have a question or would like further information about anything listed, or want to double check if other specific elements not listed are utilized in the performance, please ask a House Manager. The House Managers can be found usually behind the Concessions Bar in the Inner Lobby.

The show that you are seeing is in The Nancy L. Donahue Theatre. You can enter the theatre when the doors open, usually about 30 minutes before the performance.



An usher will direct you inside the theatre to your assigned seat. This is the seat that you chose when you purchased your ticket.



If you have seats in the Balcony, Loge Left, or Loge Right, you will use the stairs. You will be able to see the seats and stage below.



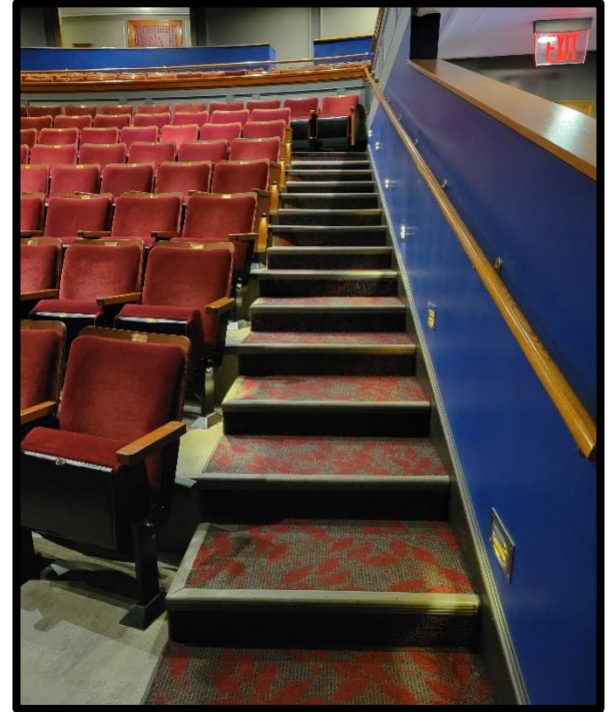
The balcony section looks like this.



The Loge Left and Right sections look like this.



If you have seats in the orchestra, you will follow the hallway and then use the orchestra stairway.



The orchestra section looks like this.



The theatre looks like this from the stage.



On the way to your seat, you can pick up a copy of the playbill from the wooden holder on the wall or receive a copy from an usher. You can also scan a QR code to access a digital copy. A large print playbill is available at the Concessions Bar.

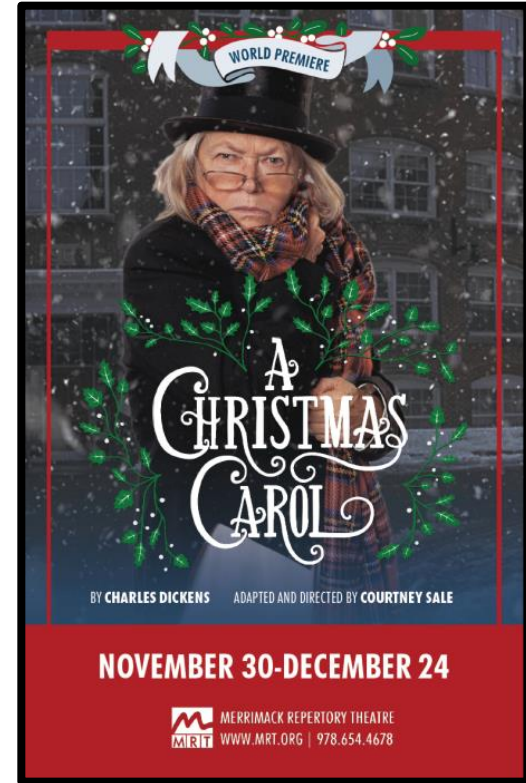


Seats are found by ROW and SEAT NUMBER. Ushers will be available to help you find your seat. They will be wearing a white shirt and black pants, and they may be holding playbills.



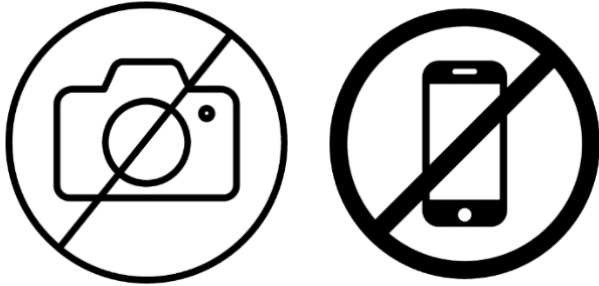
Once you are seated, you may have to wait in your seat for a little while before the show begins. While you wait, you can read the playbill.

The playbill shares more information about the production, creative team, and the play.



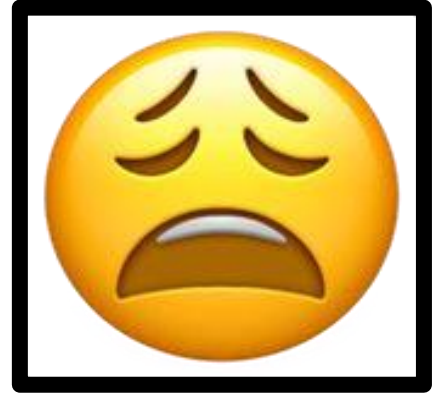
DURING THE PERFORMANCE

The show will begin. During the show, you may not take pictures or videos of the performance. Please turn off or silence your cell phone.



The lights will become dark/dim on the audience. If there are any flashing lights or loud sounds, it will be noted on signs going into the theatre.

The experience of seeing a live performance may be new to you. Or, this may be one of the first times you are returning to the theatre in a while.



It is OK to feel nervous, excited, or overwhelmed. If you need to make some noise, take breaths, or move about a little bit, that is OK.

It is not safe to stand in the aisles. Please keep the aisles of the theatre clear and be aware of actors and crew who may move throughout the area during the show.

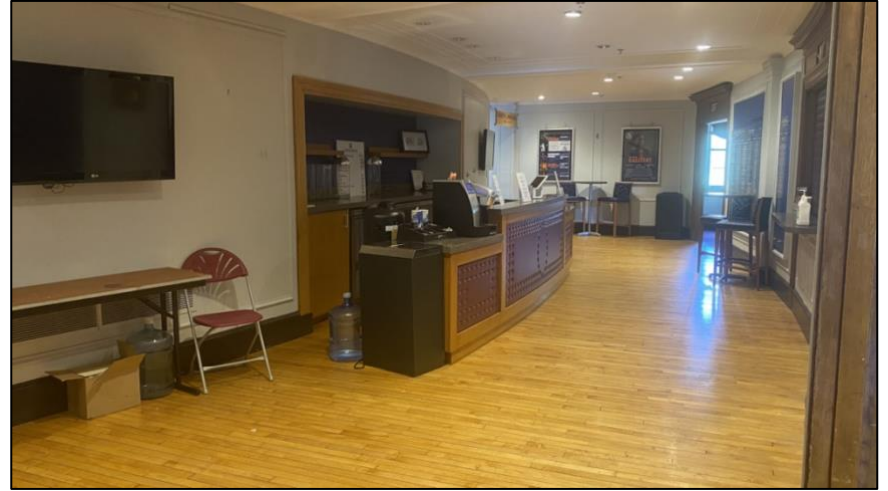
If you need support during the show, you can find an usher or staff member.

Ushers usually wear white shirts and black pants. House Managers wear a dress shirt and tie. The House Managers are usually behind the Concessions Bar area in the Inner Lobby.

The ushers and staff are friendly, open, and welcoming.



If you need a break from the performance, you can leave the theatre. You can move to the Inner Lobby area. A staff member can help direct you to this location.



While you are in the Inner Lobby, you can also watch the performance on a screen.

This is also a good place to go if you need to have a small snack during the performance.

You can return to the performance when you are ready, or you can stay here.



AFTER THE PERFORMANCE

When the show is over, everyone will applaud and cheer. Some people will stand while clapping. It may get a bit loud.

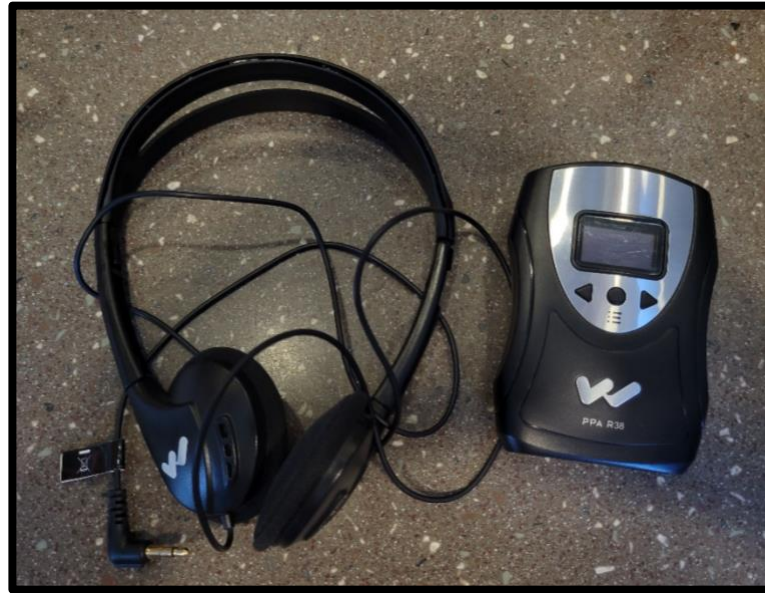


Then, you will exit the theatre. This may take a few minutes and be a little crowded because the whole audience may try to leave the theatre at once. The ushers help make this process smooth.

Please be sure to take all your belongings from your seat and get your coat if you hung it up at the coat rack.

If you left something behind during your visit, we do have a Lost & Found area. You can call the Enterprise Bank Box Office at 978-654-4678 or email them at box_office@mrt.org to arrange a time to come back to pick up your item.

If you borrowed an assistive listening device, please return it to an usher, the concessions staff, or other staff members before you leave.



Following some shows, we host special events.

Post Show Discussions: These are opportunities for audience members to ask the actors and creative team questions following a performance. This discussion takes place in the theatre about five minutes after the show ends. Not all patrons stay for this event but all are invited. If you would like to stay for the discussion, remain in the theatre following the performance.

If you would like to not attend the post show discussion, you can leave the theatre.

***There is usually five minutes after a performance before the beginning of the discussion*. You may leave the theatre to use the restroom and return for the discussion.**

An MRT staff member will facilitate the session, which typically runs 20-25 minutes. These discussions are always announced prior to the show if they are occurring at that performance.

MRT's Ask The Artist, an ongoing post show discussion, occurs every last Thursday of every run of a show unless otherwise noted. Any patron is welcome to attend.



Following the performance or post-show discussion, you will exit the building through the double doors where you entered (either at the front of the building or the accessible side entrance).



Please use the handrail as you go down the stairs as they are steep and can be slippery in the rain or snow.



If you need to use the ramp, you will exit the building through the door where you entered at the side of the building.



If you are waiting for a ride, you may wait in the building until your transportation arrives.



**We hope that you have a good experience and
will join us for another performance in the future!**



We are constantly learning, so please let us know if there is something missing from this document that would improve your visit to the theatre.

You may email us at: info@mrt.org or call us at 978-654-4678

Many thanks to the MRT Staff who helped develop this document.

We also received great training and guidance from ConsultAbility (their website is <https://www.consultability.org/>)

