

PRINCESS OF WALES THEATRE
VENUE GUIDE
2025



MIRVISH PRODUCTIONS



THE PRINCESS OF WALES THEATRE



Image Description: The Princess of Wales Theatre on King Street West in downtown Toronto. There are people standing and walking on the sidewalk in front of the theatre.

I am going to watch a live show at the Princess of Wales Theatre! Come with me as I go to the theatre, and join me for my day.

GETTING TO THE THEATRE



Image Description: The facade of the Princess of Wales Theatre with Disney's The Lion King on the marquee.

The Princess of Wales Theatre is located on 300 King Street West, in downtown Toronto. I can get to the theatre by taking public transit or by car.

The theatre building opens its door one hour before the start of the performance. I aim to get to the theatre at least 30 minutes before showtime, but it is better to be early to give myself more time.

BY PUBLIC TRANSIT



Image Description: One of the exit/entrance of the St. Andrew subway station, viewed from the northwest corner of King Street and University Avenue.

To get to the theatre by public transit, I can take the Toronto Transit Commission (TTC) subway's Line 1 - the Yonge-University line.

I am going to get off at St. Andrew Station.

SUBWAY



Image Description: A TTC staff giving directions. There is signage with arrows pointing to the Princess of Wales Theatre and the Royal Alexandra Theatre.

The exit that is closest to the theatre is the northwest exit. I will follow the signs that points me to the northwest exit and to the Princess of Wales Theatre, and go up the stairs to King Street.

The accessible exit is located at southeast corner of King Street and University Avenue. I can also take the elevator there if I am unable to go up the stairs.

WALKING



Image Description: View of King Street, facing west away from University Avenue, with pedestrians walking on the sidewalk.

Once I get to the street level, I can walk 350 metres west, away from University Avenue, for 5 minutes until I get to the Princess of Wales Theatre.

I can also transfer to the 504 King streetcar or replacement bus and get off at the John Street stop. All the stops are announced along the route, so I will make sure to listen for my stop.

Once I get off, I can walk east, cross John Street and keep walking for less than a minute and I will be in front of the Princess of Wales Theatre.

PRIVATE VEHICLE



Image Description: The entrance to the Mirvish parking lot on John Street.

If I am getting to the Princess of Wales Theatre in my private vehicle, I can park in the parking lot underneath the Princess of Wales Theatre.

The entrance to the parking lot is on the east side of John Street, just south of Pearl Street.

PARKING LOT



Image Description: A parking lot attendant in the booth taking payment from a customer.

At the parking lot, there will be a parking attendant in the booth. I can pay for parking there and ask for a receipt.

During performances, parking can cost up to \$25. I can pay with credit, debit, or cash.

I can also ask the attendant for assistance if I need an accessible parking spot.

PARKING LOT ELEVATORS



Image Description: A patron heading up the ramp towards one of the parking lot elevators that provides access to the theatre and also to King Street.

There are four levels of underground parking, P1 to P4. I can park on any of these levels.

After I have parked my car, there are elevators that will take me up to the main lobby on both the east and west side of the parking lot. Each level has a single step leading to the elevator.

I will follow the signage to the accessible ramps if required. There are also automatic doors on level P1.

DROP-OFF



Image Description: The drop-off zone in front of the Princess of Wales Theatre, just before the intersection of John and King Streets. There is a sign that indicates it is a “loading zone”.

If I am getting dropped off by our private vehicle, a rideshare, or Wheel-Trans, we can do that right in front of the theatre on King Street. There is a sign that says “loading zone”.

There is also a curb ramp with tactile indicators immediately to the west of the theatre’s loading zone.

ENTERING THE THEATRE



Image Description: Close-up of the theatre's main doors, with a patron pressing the accessibility button.

The main entrance of the theatre has eight (8) outer doors and another set of eight (8) inner doors. There are also two accessibility buttons on either side of the main doors. I can press one of these buttons to open the doors automatically.

There are two security guards positioned at the theatre's entrance.

On either side of the main lobby doors, there are also two accessible doors that are wider than the main doors.

THE LOBBY



Image Description: Ushers and patrons in the lobby of the theatre.

Going through the doors will take me to the main lobby, which is the King Street lobby. This is where the box office, concessions, coat check, and merchandise booths are located.

There are ushers in the lobby. There could also be a number of other audience members in the lobby.

THE LOBBY USHER



Image Description: An usher in the lobby giving directions to a patron.

I see an usher in the lobby greeting audience members as they arrive for the show. The usher will be wearing a tuxedo and a headset.

If I have any questions or need directions, I can ask them for assistance.

The lobby usher is part of the Front of House team, which includes ushers in various positions: in-house ushers, concessions, bartenders, and the duty managers.

COAT CHECK



Image Description: An usher at the coat check handing a patron an Assisted Listening Device that is shaped like a stethoscope.

The coat check is where patrons can pick up complimentary Assisted Listening Devices, noise reducing headphones, ear plugs, booster seats and GalaPro devices year round.

If I have a coat or items that cannot be stored under my seat, I can also check it here and pick it up after the show. It will cost \$3.00 per item and the usher will give me a claim tag. I will keep the claim tag with me so I can claim my items after the show.

CHECK OUR TICKETS!

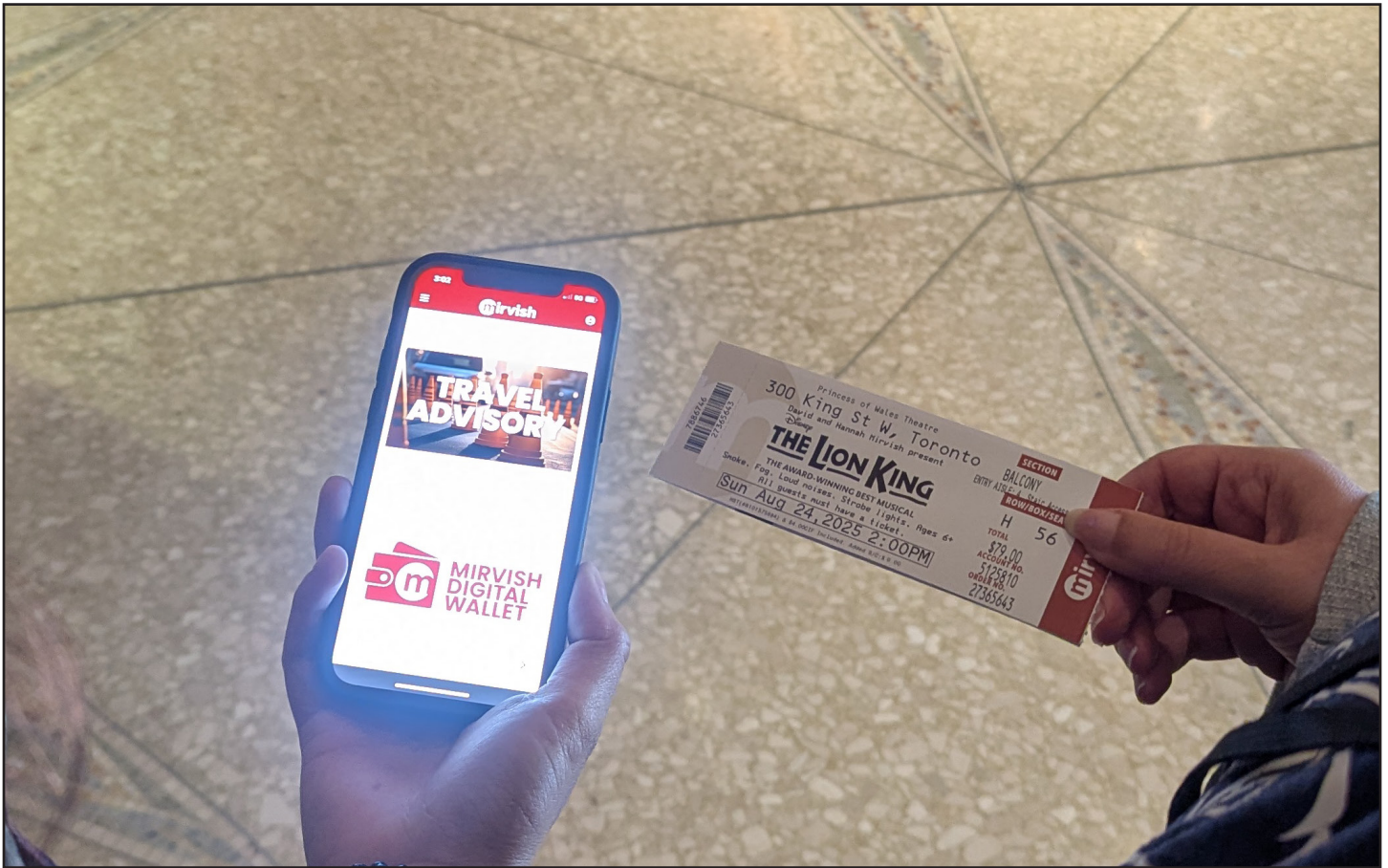


Image Description: An audience member holding a printed ticket. The other audience member is holding a mobile phone with the Mirvish app displayed on the screen.

To get into the auditorium, we must have valid tickets. The tickets can come in two formats - digital tickets and printed tickets.

I have to make sure that my ticket is for the right performance – I will check that my ticket state the correct show title. My ticket will also show the performance date and time, along with the seat number, and which level my seat will be on. The three levels are the Orchestra, the Dress Circle, and the Balcony.

DIGITAL TICKETS

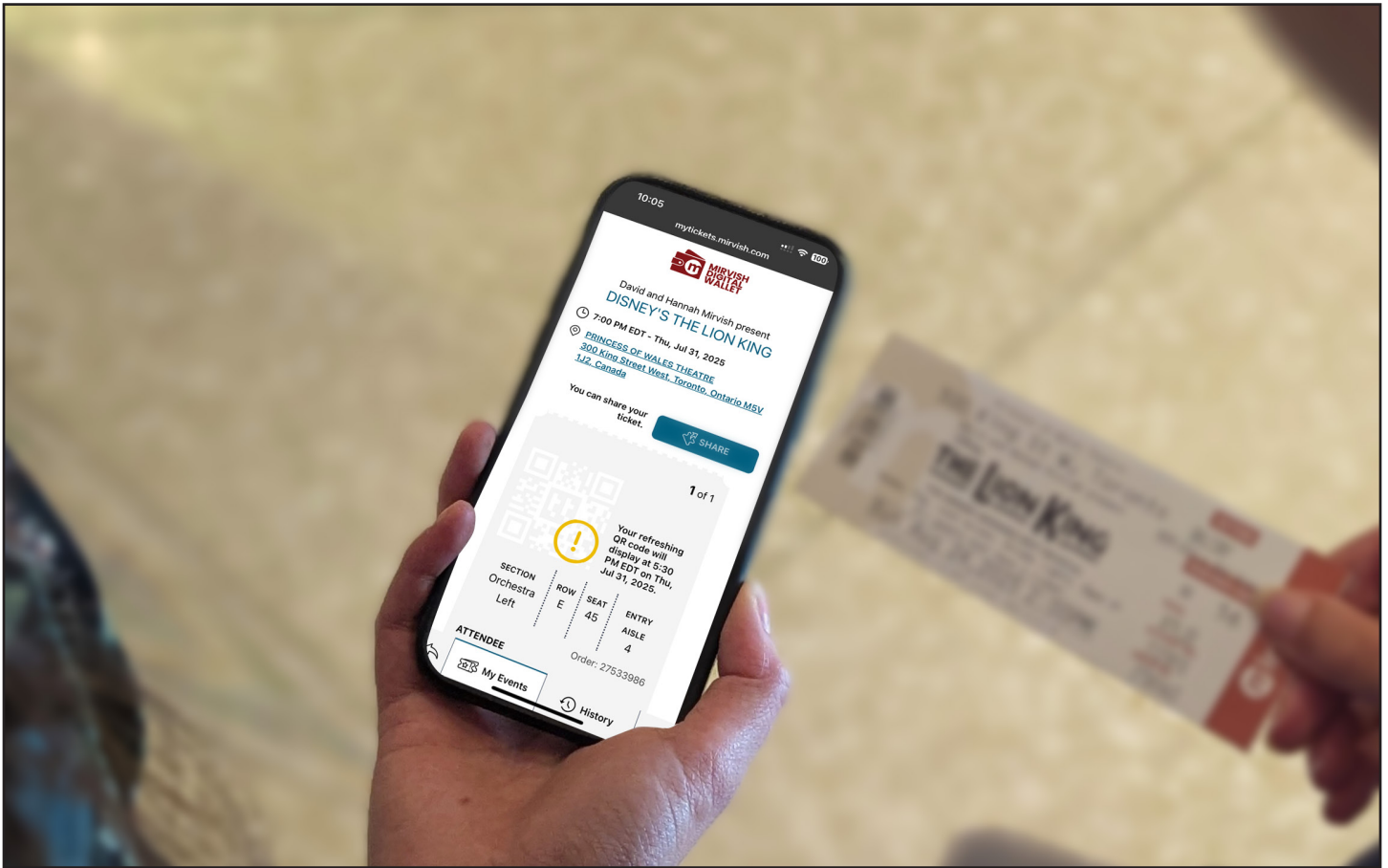


Image Description: A patron looking at the screen of their mobile device, which is displaying a QR code from the Mirvish Digital Wallet.

If I have digital tickets, I can access them through the Mirvish Digital Wallet on my mobile device. There is free Wi-Fi in the theatre.

I can access my digital tickets on mytickets.mirvish.com

PRINTED TICKETS

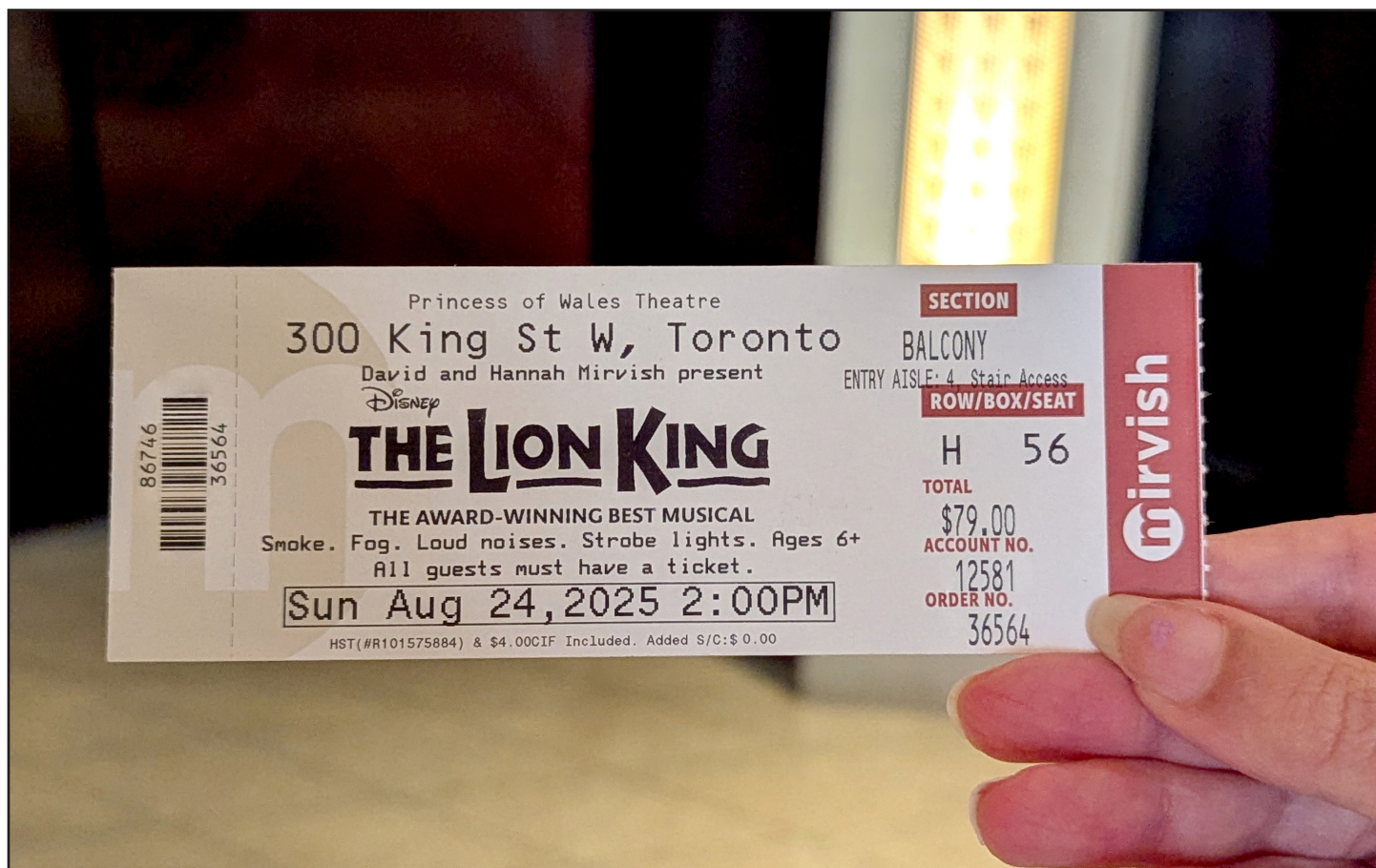


Image Description: A patron holding a printed ticket.

If I ordered printed tickets, they can be mailed to me if there is enough time. I can also arrange to pick them up at the box office before I get to the theatre.

BOX OFFICE



Image Description: A box office staff interacting with an audience member at one of the box office windows.

The box office is located in the King Street lobby. Audience members can buy tickets or pick up printed tickets at the box office.

BOX OFFICE STAFF



Image Description: A box office staff in one of the box office windows. She has a smile on her face.

I might have to wait in line. Once it is my turn at the box office window, I can let the staff know my name and order number if I have tickets to pick up. The box office staff are also there to help me purchase tickets and answer questions. They are friendly and want to help.

SCANNING OUR TICKETS



Image Description: Audience members looking at a printed ticket and at the signage above that indicates the Aisle numbers.

There are ticket scanning stations on either side of the King Street lobby. I will look at my ticket to see which aisle will lead me to my seats. I will take a look at the signage in the lobby and go in the direction that corresponds with the aisle number printed on my ticket. If I need assistance, I can ask the lobby usher.

TICKET SCANNING USHER



Image Description: A ticket-scanning usher gives directions to an audience member after scanning her ticket.

I will get in line to have my ticket scanned by an usher. The ticket-scanning ushers wear tuxedos or vests, and carry a scanner. The scanner is a handheld device that can read barcodes or QR codes. If I have a digital ticket, it will be displayed as a QR code. If I have a printed ticket, the ticket will have a barcode on it.

TICKET SCANNING DEVICE



Image Description: An usher holding a scanner is scanning an audience member's printed ticket. The scanner screen is displaying a green box

The scanner will flash a green box and make a “beep” sound when tickets are successfully scanned through.

There will be some situations where there could be errors with the tickets. In these cases, the scanner will display a red box. If that happens, I can go to the box office and ask for help from the box office staff.

GETTING TO OUR SEATS!



Image Description: Audience members head up the stairs after their tickets are scanned.

Now that I have my tickets scanned, I am ready to get to my seat in the auditorium. The usher will give me some directions on how to get to my seat.

Before I take my seats and if I have enough time, I may purchase concessions or merchandise.

RESTROOMS



Image Description: An audience member washing her hand in the sink.

This is also the time to visit the restroom.

There are restrooms located on these levels - the Lower Lounge, Dress Circle, and Balcony. Other than men's and women's restrooms with multiple stalls, there are also gender-neutral barrier-free accessible restrooms.

The faucets in the men's and women's restrooms are activated by moving your feet around under the sink.

STAIRS



Image Description: Audience members going up the stairs at the theatre. The stairs have glass panels and steel railings.

There are stairwells on either side of the theatre that lead to all levels of the theatre. The stairs are carpeted and have glass panels with steel railings.

There might be a number of other audience members going up and down the stairs. I am mindful not to rush up the stairs.

ELEVATORS



Image Description: An audience member in a wheelchair pressing a button for the elevator.

Every level at the theatre can be accessed by elevators. There are two elevators at the east and west end of the theatre. There will be an usher in the elevator to help patrons get to the correct level.

ENTERING THE AUDITORIUM

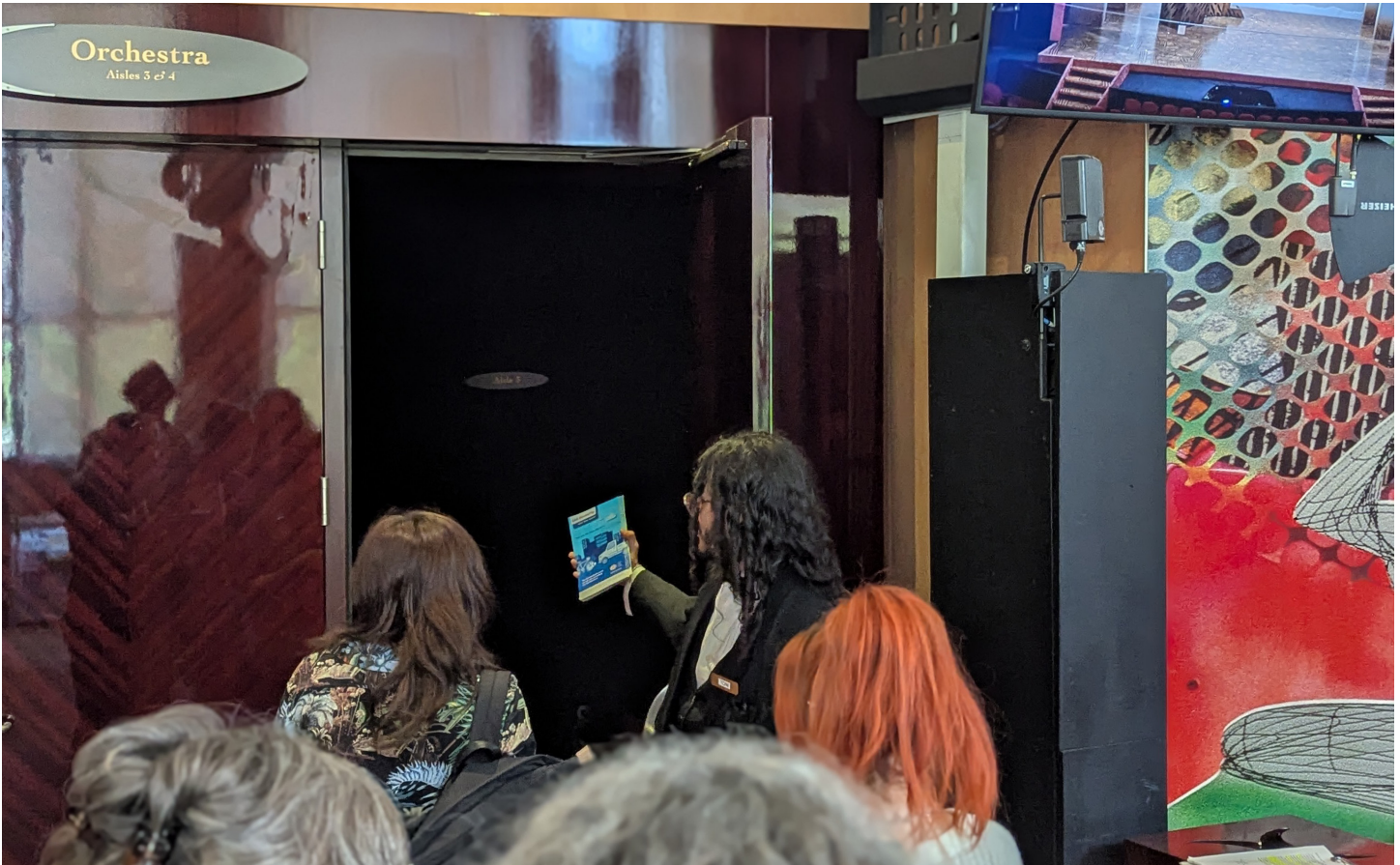


Image Description: An usher standing in front of one of the doors leading into the auditorium, giving audience members directions to their seats.

There are ushers stationed at the doors leading into the auditorium. The ushers can help me find my seat. I will show my ticket to the usher, so they can direct me to the right row and seat.

The usher will also hand me a program. I can also ask the usher if I have any questions or need help.

THE AUDITORIUM



Image Description: The interior of the Princess of Wales Theatre's auditorium, with a view of the stage.

Inside the auditorium, there is the stage for the cast to perform, the orchestra pit, where the musicians will play live music, and seating for us, the audience.

The theatre is *proscenium* style, which means the stage is framed like a picture, and the audience sits facing it from one side.

THEATRE SEATS



Image Description: The red velvet seats on all three levels of the auditorium. There are three sections, left, right, and centre.

The seating inside the theatre is laid out in three sections, left, right, and centre. The rows are labelled by alphabets, with AA closest to the stage. The row is indicated on the seat that is on the aisle. The seats in each row are numbered, with the numbers getting larger from right to left if I am facing the stage.

There are also more ushers inside the auditorium. I can ask the ushers if I need help finding my seat.

THEATRE SEATS



Image Description: An usher unlocking the armrest on an aisle seat.

The theatre seats are upholstered in red velvet. The theatre seats fold up so that there is more space for people to get to the seats. The seats fold down when we sit on them.

There are also certain seats on the aisle which have armrests that can swivel out. This allows patrons in wheelchairs or mobility devices to conveniently transfer into theatre seats. There are also certain theatre seats that can be unbolted from the ground, to make room for patrons who prefer or need to stay in their wheelchairs or mobility devices.

EMERGENCY EXITS



Image Description: A door with an “Emergency Exit” sign on it in white lettering on a red background. On the top corner of the door, an EXIT sign is lit up in red on a white background.

Before the show starts, I will determine the location of the emergency exits closest to me. In the unlikely case of an emergency, I will head calmly towards the exit and follow the instructions of the Front of House staff. They are trained to respond to emergency situations.

THE SHOW BEGINS!



Image Description: Audience members seated in their seats right before the show starts.

The show is about to start. I make sure that I am already in my seat.

There may be an announcement about turning off your mobile device and the lights may dim. Music may play to indicate the start of the show.

The actors will go on stage and begin performing.

There are TV monitors with a live feed of the performance in the foyers and landings on all floors, in case I need to step out of the auditorium during the show.

INTERMISSION



Image Description: An audience member purchasing a cookie at the concessions stand. In the foreground is a case of concessions items including cashews and gummies in a cup.

There will be an intermission after Act I. This is a break in between the performance before Act 2 will begin.

I can choose to remain in my seat. I can also head out into the foyer to walk around, purchase concessions, or to visit the restrooms. Lineups for the restroom and concessions may appear long but they move along quickly.

The intermission typically last for about 20 minutes. There will be bells that chime in the lobby to indicate it is time to go back to my seat.

END OF THE SHOW



Image Description: At the end of the show, the entire cast goes on stage to take their bows. Audience members will stand up to clap and cheer on the performers.

The curtain call is when the show ends. The cast members will all come on stage and bow to the audience.

Audience members are standing up, clapping and cheering. It might be loud, so I can cover my ears if I need to. The lights will come back on, and everyone will leave the theatre. The aisles might be crowded, so it is important not to push or rush. I will leave with the other audience members in an orderly manner.

BYE!



Image Description: An audience member is waving to the camera. Behind her are other audience members going down the stairs on their way to exit the theatre.

It was a great day at the theatre. I had such a nice time and I can't wait to come back to watch another show!