

Metro Studio Theatre Visual Story



This venue guide is to help you prepare for your visit to the Metro Studio Theatre. It includes information about the theatre's location, a visual guide to the space, and what you can expect when you come to see a show.

About

Intrepid Theatre runs the Metro Studio, and throughout the year, we use it for our three festivals: OUTstages, UNO Fest, and the Fringe Festival, and presentations of shows by touring artists.

We also rent the theatre to various companies and groups who do their own shows, including theatre, comedy, and dance. Sometimes there are other events at the Metro, such as conferences or other gatherings.

Location

The Metro Studio is located at 1411 Quadra Street, Victoria, BC V8W 2L2, ləkʷəŋən territory.

It is at the corner of Johnson Street. The Metro Studio is attached to the Victoria Conservatory of Music (VCM).

Territory Acknowledgement

The Metro Studio is located in Downtown Victoria, BC, on the unceded and traditional territories of the Lekwungen People, now known as the Esquimalt and Songhees Nations.

For further information, please visit <https://intrepidtheatre.com/land-acknowledgement-resources/>

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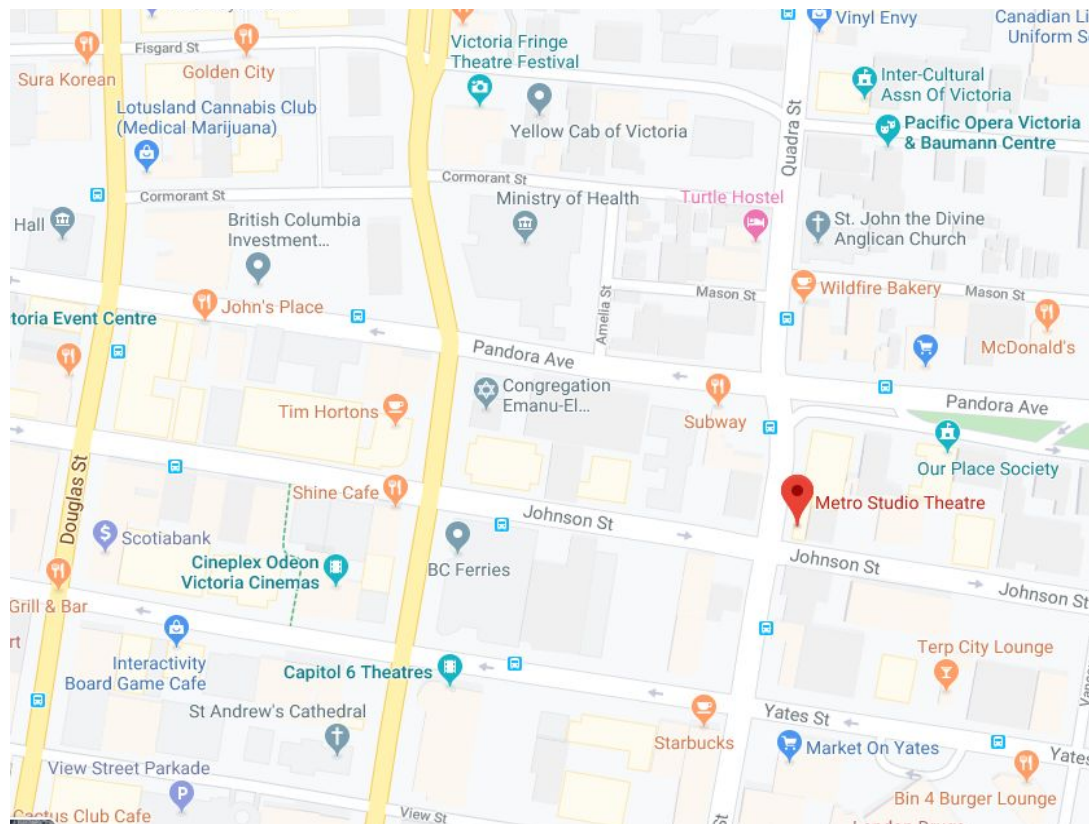
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Map

[Click on this link to view on Google Maps.](#)



Performances at the Metro

- Eleanor's Story: An American Girl in Hitler's Germany
- The Sci-Fi Sampler
- Drag Me to the Opera: Visual Story available
- SHIFT: Visual Story available
- Woman Caught Unaware

What to expect

- The lights above may stay on OR may be a bit dark sometimes depending on the show
- It is ok to move
- It is ok to make noise
- It is ok to react
- It is not ok to take pictures or make phone calls
- A front of house manager will make an announcement when the show is about to start

Parking



There is no designated parking for the Metro. (The parking lot behind the Metro is reserved for the Victoria Conservatory of Music.) There is street parking along Johnson Street, which is free after 6pm. The nearest parkade is the Johnson St. Parkade (entrance at 750 Johnson St.). The picture below is taken from across the street, at the corner of Quadra and Johnson.



Transit

Some of the BC transit bus routes that run near the Metro are:

#6 along Quadra St.

#2, 24, 25, 27, 28 along Johnson St. (Johnson is a one-way street going away from downtown. In the opposite direction, these routes run on Yates or Pandora.)

Many other routes also stop within walking distance of the Metro along Pandora, Yates, Fort and Douglas Streets



Cycling

There are protected bike lanes along Pandora Ave., one block away from the Metro. It can be busy to bike along Quadra St., and there is no bike lane, but you can always walk your bike on the sidewalk. There is a bike rack to the left of the Metro Theatre entrance. There are also bike racks around the back of the Metro, near the VCM entrance. This area is gated and is locked after shows are over. (Go up Johnson toward Vancouver St. and they are on the left behind the Metro.)



When you arrive

You will enter from Quadra Street through the red doors in the picture to the right. There is a red awning above the doors.

When you are coming from outside, the doors open toward you (pull to open). They are quite heavy. There is no automatic push button. The entrance is level to the ground and wheelchair accessible, though there is a small metal lip.

The lights in the entrance area and lobby are LED and incandescent. The lights in the theatre are incandescent.

The lights in the hallways to the washrooms, and the washrooms themselves, are fluorescent, both the upstairs washrooms and the wheelchair accessible washroom on the main floor.



The Lobby

Once you enter, you will be in the lobby. This is what it looks like.



It's quite small, and is just for passing through. There aren't any chairs, but the Front-of-House manager can get one if you need one. The lobby can get busy. There will be a line-up along the side of the building outside (on Quadra).

The lobby floor is slightly sloped. There is a handrail on the left side (the right side when leaving the theatre and heading toward the exit).

There is always a Front-of-House manager at the Metro. They are an Intrepid Theatre staff member who supervises the audience areas. Their job is to help the audience, and they'll usually be in or near the lobby when you arrive.

If you need help or have any questions, you can ask the Front-of-House manager or Fringe volunteers.

Box Office

If you are here for a show that is part of Fringe, there will be a tent set up outside the venue.

If you require priority seating, please arrive 25 mins before showtime and our Front of House team will assist you.

Bring your confirmation email (on a phone or printed) and Fringe button to the show for entry. When you arrive at the venue, the Front of House Manager or volunteer will direct you to line up outside and will check your booking confirmation and Fringe button.

If you need to purchase or pick up a button, the volunteer in the lobby can assist you.



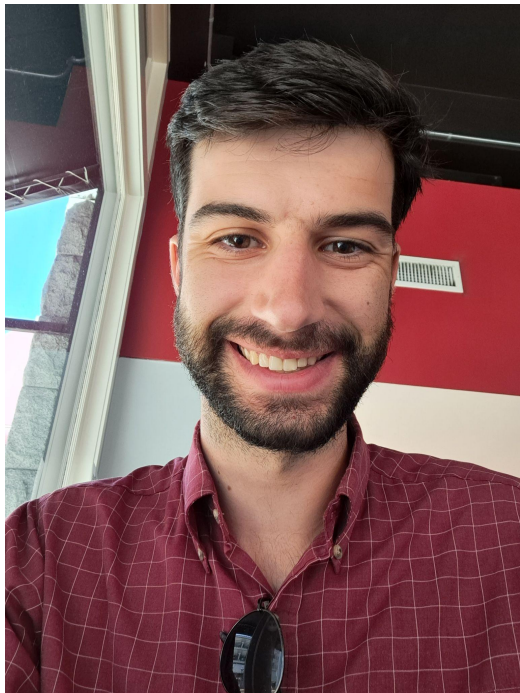
Once you've lined up, a Fringe volunteer will come by to check your ticket confirmation and Fringe button.



Once they've verified these, they will issue you a small ticket which you will show to the Box Office when you enter the theatre.



Front of House Staff and Volunteers



Front of House Manager
Aidan Guerreiro

At the Box Office tent, you will meet Aidan, the front of house manager, and Fringe volunteers.

This is where you will show your small ticket.

Fringe staff and volunteers can help show you to the theatre or answer any questions.

Accessible Tickets

Free tickets are available to this year's festival to anyone who self-identifies as part of the d/Deaf or d/Disability community. We recognize that theatre has been and is often inaccessible to those communities; tickets are available for any in-person performance, as an effort to reduce barriers.

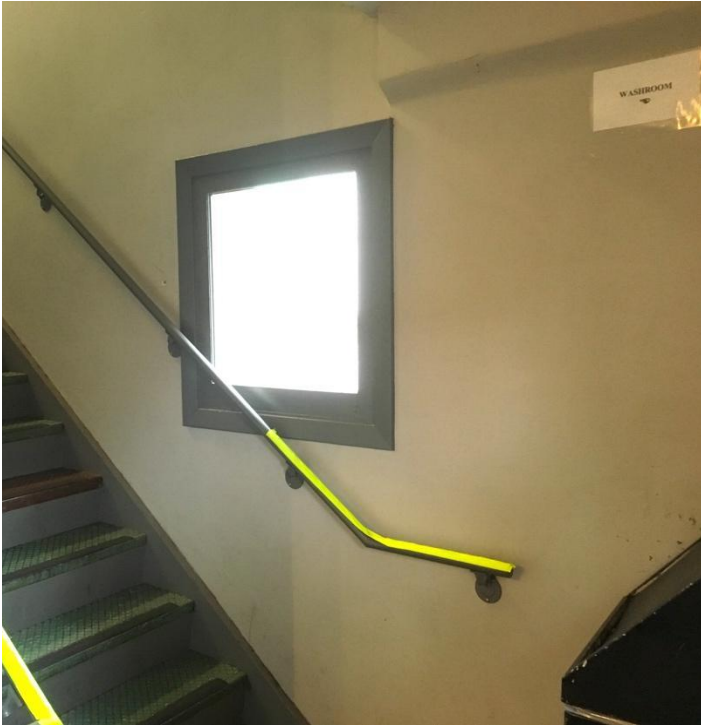
All tickets need to be booked in advance. To guarantee an accessible ticket, tickets must be booked before 3pm for weekday shows, and 12pm for weekend shows.

There are three ways to book tickets:

1. **Online:**
 - a. From the [Fringe Accessibility page](#), sign up with your name and email.
 - b. You will receive an email from access@intrepidtheatre.com with the Accessible booking code.
 - c. Go to <https://tickets.intrepidtheatre.com/>, choose your tickets, and type the code in the promo box at checkout. There is a space on the form for you to share any accessibility needs or questions you may have, such as ASL priority seating.
2. **In person.** The in person box office is located at 1609 Blanshard Street. Box Office is open 12:30-8pm everyday from Monday, August 22nd to Sunday, September 4. Katrina and other festival staff members will be there to offer support.
3. **By phone.** If you prefer, you can call the box office at 250 383 2663.

Washrooms

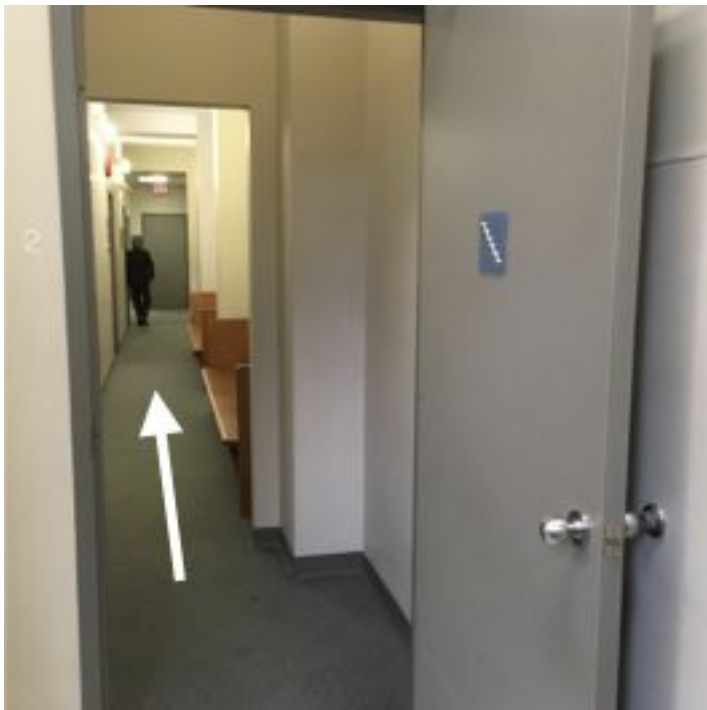
The main washrooms are upstairs. From the entrance to the lobby, you will see stairs on your right. They lead to the washrooms. There are railings on both sides.



Theatre space & Priority seating

- The theatre space seats 172 people
- Seats are removed in the front row for audience members using wheelchairs or mobility devices
- **Priority seating:** We recommend arriving 25 minutes early if you need an accessible seat so our Front of House staff can support you.

Below is a picture of what it looks like at the top of the stairs. Follow this hall to get to the washrooms. The lights in this hall are fluorescent.



You're welcome to sit on the benches, just make sure not to leave any garbage or personal items behind. The classrooms along the hall are part of the VCM and will be locked.

You'll then arrive at the two washrooms. These are the doors. There is a water fountain and hand sanitizer on the wall between the two washrooms.



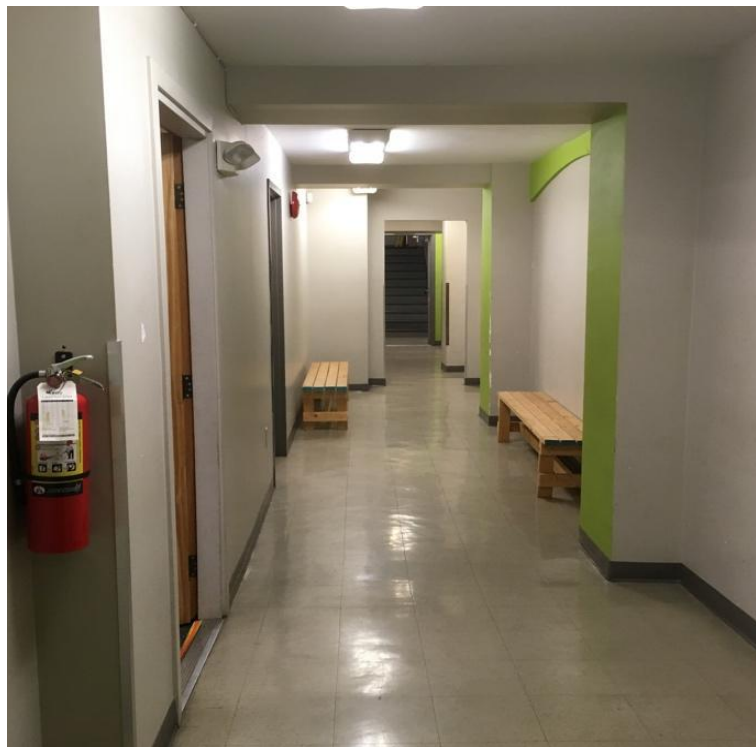
During Fringe both washrooms are all-gender. Intrepid Theatre is committed to gender inclusion and supports people of all genders in choosing the washroom that feels most comfortable. The washroom on the left has two sinks and two stalls. The washroom on the right has two sinks, two urinals, and one stall.



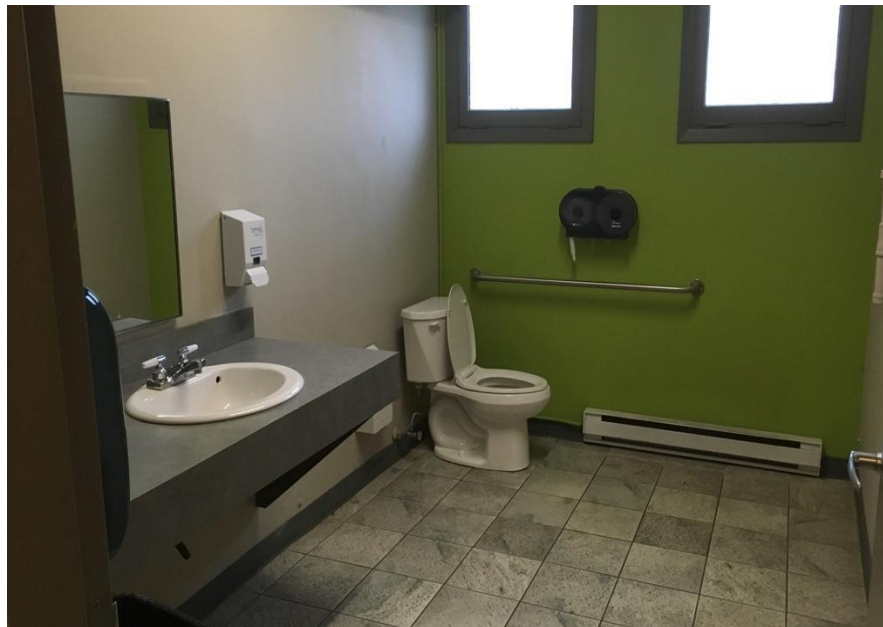
The wheelchair accessible washroom is on the main floor. It is through a door in the lobby to the left of the theatre doors. This door is usually closed because it also leads to backstage. Please let a volunteer or the Front-of-House manager know you need to access the main floor washroom, and they'll be happy to show you through.



Once you go through the door, you will be in a long hallway. It takes you past the dressing room (where the performers get ready) and the entrance to the stage.



At the end of the hall is a grey door. The washroom is through there. It has one sink, one toilet, and a grab bar.



Entering the theatre

The theatre is through the doors at the end of the lobby. For OUTstages, UNO Fest, and most other shows, the doors to the theatre will open 30 minutes before the show starts. For non-Intrepid events, the theatre doors may open at the same time as the front doors. For the Fringe Festival, they'll open 15-30 minutes before the show.

This is what the doors look like when closed.



And this is what they look like open.



When you enter into the theatre, you'll be in a corridor. To the left leads to the theatre. When you turn left, the corridor looks like this.



Concession

To the right of the corridor is the bar/concession, which is open for Fringe.

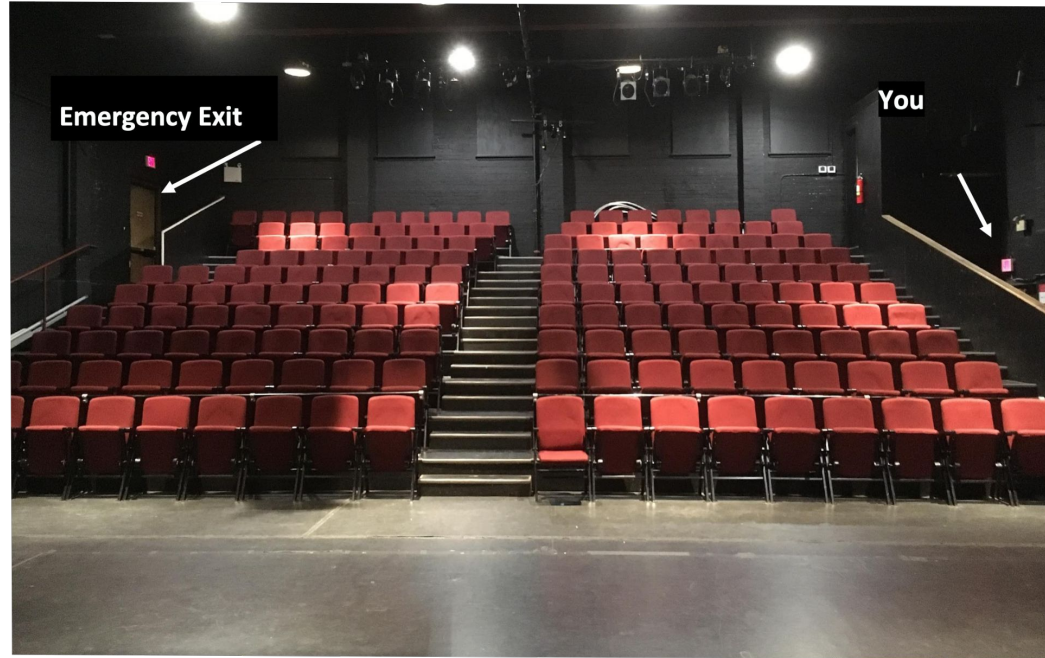
Some items that might be available for purchase are soda, water, beer, wine, cider, candy, and snacks.

You can take your drink to your seat.



Inside the theatre

When you reach the end of the hall, the theatre is on the right. It will rows of red seats which fold down.



The stage is to the left and the audience seating area is to the right. The Metro can fit 172 people in total. The red single seats fold down when you sit on them, and spring back up when you stand.

The front row is on ground level and is accessible for audience members using wheelchairs. You can request accessible seating when you book. Please see intrepidtheatre.com/

The rows of seats are tiered. There are three aisles with stairs: one on each side, and one in the centre. The aisle on the right if you are facing the audience area has a railing, the aisle on house left has a ledge you can lean on but not a railing, and the centre aisle doesn't have any railing or support. The stairs are uneven in height and depth.

There is an emergency exit located on the opposite side of the theatre from where you entered, at the top of the stairs (the back corner of the theatre). Note, this picture is of the old seating, the chairs will not look like this, it's just to show the exits!

If you need to leave the theatre during the performance, exit through the same doors you entered through. They look like this from inside.



The stage faces the audience. It may have a set, props, or technical equipment on it. This is what the stage looks like from the centre of the audience.



And this view is from the side on the ground level.
These balloons are set pieces for a past show.



During the show

At the show start time, the Front-of-House manager, an Intrepid staff member, or someone from the show, will sometimes talk for a few minutes to welcome the audience and give some information about the show. They will mention effects that could be surprising or that audience members could be sensitive to, like haze or strobe lighting, and any content warnings about material in the show that could be triggering or upsetting.

Fringe festival performances will start promptly on time. Some shows may allow latecomers, some may allow audiences to come and go throughout the show, and some may not admit latecomers at all—it varies from show to show. See individual show details at

intrepidtheatre.com/fringe

During the show, the performers will usually be on the stage, but may be in the audience area too. There could be effects such as haze, bright lights, or loud music or sounds. The theatre may get very dark at times.

At the end of the show, people will clap, and might cheer, to show appreciation for the performers. If it is too loud, it's okay to cover your ears. If you want to show appreciation without clapping, you can wave your hands in the air.



Covid Safety

Masks are strongly recommended for audiences and volunteers and are required to be worn by Fringe staff and artists.

Artists are not required to wear masks during their performance.

Should you have any questions regarding this COVID-19 Safety & Communicable Disease Prevention Plan, please contact: Sammie Gough, Producer, Intrepid Theatre (sammie@intrepidtheatre.com / 250 383 2663)

After the show

If there is an event after the show, like a reception or a discussion with the artist, it will be in the theatre, and there will usually be an announcement to tell you about it.

At Fringe people sometimes thank the artist or ask them questions and this is totally fine. The artist will let audiences know if they want to chat outside the theatre or inside depending on how much they have to pack up. They might share further info about their show or how to get in touch with them in the future.

Artists sometimes have merchandise for sale on the stage or in the lobby.

When the show is over, you will exit the theatre to the lobby through the same doors you came in. The aisles might be busy while everyone is leaving their seats. From the lobby, exit through the main front doors (push to open), and you'll be back on the corner of Quadra and Johnson Streets.

Because there are many companies and groups that have shows at the Metro Theatre, the procedures and rules will be different for every show, so we can't tell you exactly what to expect. Some things that might be different, depending on what you're here for, are:

- If there is a box office
- If you can buy tickets at the door
- What time the theatre opens
- If there is a concession or bar
- If the Front-of-House manager talks to the audience before the show
- If and when latecomers are admitted
- If you can exit the theatre and come back in during the show
- If there is an intermission
- How long the show is
- How many staff or volunteers are present
- If there are signs or an announcement to let you know about effects such as haze, strobe lighting, or loud music or sound effects.



However, each show will have someone present who will know the answers to these questions, so you can always ask before the show starts.

Fringe Accessibility Page

For information about accessibility measures at Victoria Fringe, such as relaxed performances, American Sign Language interpretation, and visual stories, visit our website <https://bit.ly/fringeaccess>.

We hope you enjoy your visit!

If you have attended a show at this venue and have further suggestions to include or correct in this guide, please take a moment to fill out our brief [feedback form](#).

You can also share your thoughts with us through email at access@intrepidtheatre.com or by phone at 250-383-2633.

We are committed to continuously improving our accessibility resources and appreciate your help.