

# THE CITADEL THEATRE

## The Citadel Theatre Visual Venue Guide



UPDATED: NOVEMBER 2023



The Citadel Theatre is located next to:



Stanley A. Milner Library  
(West of the Citadel Theatre)



Winspear Centre  
(North of the Citadel Theatre)



Sun Life Place  
(South of the Citadel Theatre)



Canada Place  
(East of the Citadel Theatre)



Churchill Square  
(Northwest of the Citadel Theatre)

## GETTING TO THE CITADEL THEATRE

You can get to the Citadel Theatre a few different ways:

You can drive to the Citadel Theatre and park your car.



Street parking in Shector Alley

You can arrive by car and park your vehicle in various parking lots or on the street close to the Citadel Theatre.

The City of Edmonton manages street parking and some lots. Other companies also manage lots (such as Impark).

These parking spots use pay stations (credit card and coin), or through a digital app.

Here are some parking lots close to the Citadel Theatre



Library Parkade with access on 99 Street in front of the Citadel Theatre.

There are accessible parking spots on Level P2 - near the Citadel elevator that takes you up to the Lee Pavilion by the NORTHWEST 99 Street entrance.

This City of Edmonton lot uses pay stations (credit card and coin), or EPark digital app.



North 102 Avenue Canada Place Parkade with access on 102 Avenue.

There are accessible parking spots on P3 and P4 beside the elevators.

This Impark lot uses pay stations (credit card and coin).

You can also pay for parking in this lot using the Zipstall App.



South 97 Street Canada Place Parkade with access on 97 Street.

There are no accessible parking spaces available close to elevators in this parkade.

This City of Edmonton lot uses pay stations (credit card and coin), or EPark digital app.

### You can park on the street



Street parking on 102 Avenue by the NORTH Citadel entrance

There is street parking close to the Citadel Theatre along Jasper Avenue, Shoctor Alley, 102 Avenue and 99 Street.

The pay stations have different times posted when it is paid parking and when it is free parking.

You can ride your bike and lock it up outside the Citadel Theatre. There are bike lock up spots in Shoctor Alley and on 102 Avenue in front of the Citadel Theatre.

Secure your bike fully with appropriate lock(s). Please park your bike at your own risk as bike theft has been known to be an issue in the area.



Bike rack in Shoctor Alley by Canada Place



Bike Rack on 102 Avenue by NORTH entrance

You can take transit.



LRT:  
Get off at Churchill Station and follow signs for the Citadel Theatre



This is a bus stop on the south side of Jasper Avenue between 99 Street and 97 Street.

Bus:  
Bus lines that have drop offs close to the Citadel Theatre include:  
#2 (drop-off on Jasper Avenue)  
#5 (drop-off on Jasper Avenue)  
#8 (drop-off on Jasper Avenue)

# ARRIVING

This is what the Citadel Theatre looks like:



Day



Night

There are doors on every side of the Citadel Theatre that you can enter.  
There are no steps at any of the entrances.



SOUTH (Shoctor Alley - DATS and Taxi Drop Off)  
Power doors with push button



NORTH (102 Avenue)  
No power doors



NORTHWEST (Churchill Square, 102 Avenue and 99 Street)

Power doors with wave activation  
(sometimes these power doors don't work if it is windy)



EAST (from Canada Place)

No power doors but often propped open



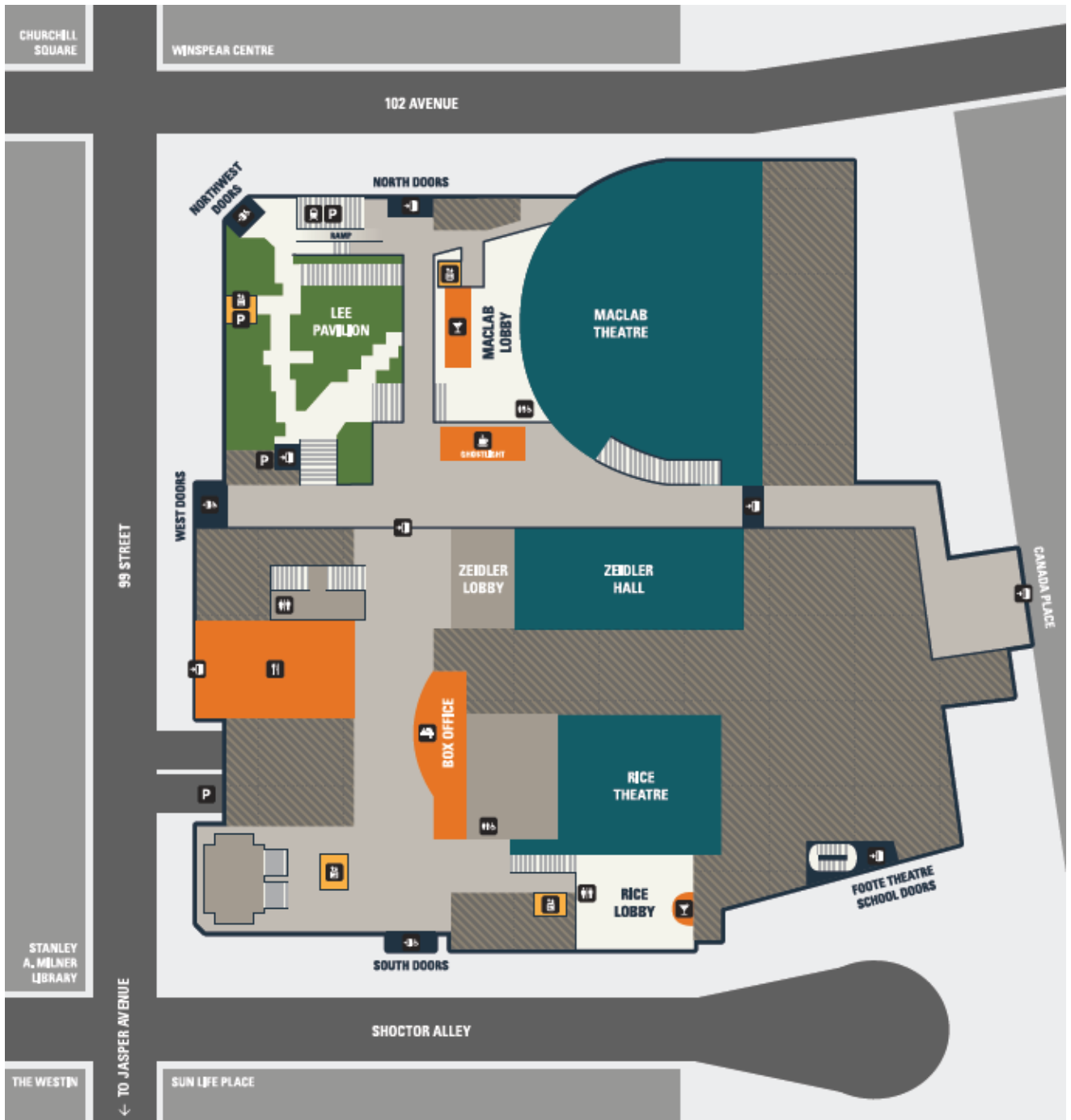
WEST (99 Street)

Power doors with push button



# MAP OF THE CITADEL THEATRE

## GROUND FLOOR (^N)



## SECOND FLOOR (^N)



## MAIN FLOOR



There is tiled flooring on the main floor of the Citadel Theatre.



This is what the Box Office area looks like as you enter from the SOUTH entrance (Shoctor Alley).



This is what the Lee Pavilion area looks like when you enter from the NORTHWEST entrance (Churchill Square at 102 Avenue and 99 Street).



This is what the Lee Pavilion area looks like when you enter from the NORTH entrance (102 Avenue).



This is what the Lee Pavilion area looks like when you enter from the WEST entrance (99 Street).



There's a coffee shop, Ghostlight by MilkCrate, in the middle of the main floor by the sliding glass doors.



This is what the Citadel Theatre Box Office looks like.

There are black stanchions to help guide the line up.

The Box Office is at standard counter height.

There is a window on the far left (shown in this picture) that is table height for someone picking up tickets in a seated position.



There is a set of gendered washrooms and a single stall, non-gendered accessible washroom on the main floor by the Box Office.

All washrooms in the Citadel Theatre are only open during events and are otherwise closed.

Washroom doors are usually propped open when theatres are in use.



This is what it looks like when you enter the Women's main floor washroom.

There is an infant change table on the wall to your right.

There is tiled flooring in the washroom.



This is the infant change table in the Women's main floor washroom.



This is what the inside of the accessible stall looks like in the Women's main floor washroom.



This is what it looks like when you enter the Men's washroom on the main floor.

There is tiled flooring in the washroom.



This is the single stall, non-gendered, accessible washroom on the main floor.

This washroom needs to be accessed with a fob that you can get at the Box Office.



This is what the single stall, non-gendered, accessible washroom on the main floor looks like from the inside.

This washroom has an infant change table.

There is tiled flooring in the washroom.



There is an elevator by the washrooms on the main floor.

It takes you:

Down to the Rice Theatre Lobby in the basement.

Up to the backstage area of the Shoctor Theatre on the second floor (with key).

Up to the Citadel administration offices on the third floor (with key).



There is a glass elevator across from the Box Office.

It takes you:

Up to the second and third floor of the Shoctor Theatre lobby.



There is a glass elevator by the NORTH 102 Avenue entrance.

It takes you:

Down into the Maclab Theatre lobby.

Up to the Tucker Amphitheatre.



There is an elevator by the NORTHWEST entrance that takes you to P2 of the Library Parkade.

## SHOCTOR THEATRE LOBBY SECOND FLOOR



There is low pile tile carpet flooring on the second floor of the Shoctor Lobby.



Shoctor lobby north stairs  
Main floor to second floor

There are two sets of stairs leading up to the Shoctor Lobby second floor: north stairs and south stairs



Second floor in Shoctor lobby by glass elevator

You can take the glass elevator across from the Box Office to get to the Shoctor Theatre lobby on the second floor.



There is a bar in the Shoctor Theatre lobby on the second floor where you can purchase alcoholic and non-alcoholic drinks before the show and at intermission.

Items can be purchased with credit or debit cards (no cash).

During performances there are black stanchions to help guide the line-up.



There are various couches and chairs that patrons can use throughout the Shoctor Theatre Lobby on the second floor.

The furniture is a mixture of different seating styles from firm to soft, with or without arms.

There are also coffee tables, side tables and bar tables around the concrete pillars.



You can purchase ice cream in the Shoctor Lobby before some shows.

Ice cream cups are \$5 each (cash or debit or credit).

You can pick up Hearing Assists and Sensory Kits from here.



There is a coat check in the Shoctor Lobby (by donation).

The coat check is managed by volunteers.

The coat check is located next to the ice cream station.

You can pick up Hearing Assists and Sensory Kits from here.





If you require a T-Coil Hearing loop headset you can pick them up by the coat check and ice cream station.

When you ask the Usher for a Hearing Assist, they will ask for a piece of photo ID in return.

The Usher will show you how the device works, then pass it over to you.

Return to the coat check and ice cream station to return the Hearing Assist and get your photo ID back.



If you require a Sensory Kit you can pick them up by the coat check and ice cream station.

When you ask the Usher for a Sensory Kit, they will ask for a piece of photo ID in return.

Each Sensory Kit includes sunglasses, disposable ear plugs and a fidget toy for focus.

There are also 5 overhead earphones available for additional ear protection.

The Citadel Theatre's Sensory Kits were made by Brooke Leifso.

Return to the coat check and ice cream station to return the Sensory Kit and get your photo ID back.



There are gendered bathrooms between the first and second floor on the north stairs leading up to the Shoctor Lobby.

These bathrooms are not accessible for patrons who use wheelchairs or mobility devices.

There is tiled flooring in these washrooms.



This is what it looks like in the Men's washroom in the Shoctor Lobby.



This is what it looks like in the Men's washroom in the Shoctor Lobby.



This is what it looks like in the Women's washroom in the Shoctor Lobby.



This is what it looks like in the Women's washroom in the Shoctor Lobby.

## SHOCTOR THEATRE LOBBY THIRD FLOOR



There is low pile tile carpet flooring on the third floor of the Shoctor Lobby.



Shoctor Lobby South stairs  
Second floor to third floor

There are two sets of stairs leading up to the Shoctor Lobby third floor: North stairs and South stairs.



The glass elevator on the third floor of the  
Shoctor Lobby

You can take the glass elevator across from the box office to get to the Shoctor Theatre Lobby on the third floor.



There is a single stall, non-gendered, accessible washroom on the third floor by the glass elevator.

Go through the crash door across from the elevator and it will be immediately to your right.

There is also an infant change table in this washroom.



This is what the third floor single stall, non-gendered, accessible washroom on the third floor looks like as you enter.

There is linoleum flooring in this washroom.



This is what the third floor single stall, non-gendered, accessible washroom on the third floor looks like from the inside.



There is an exit out of the Shoctor Theatre on the south side of the third floor.

You can access this entrance via the south stairs or the glass elevator.

There are a few stairs right outside the exit.



There is an exit out of the Shoctor Theatre on the north side of the third floor.

This entrance is only accessible via the north stairs (no elevator access).

# SHOCTOR THEATRE



There is low pile red carpet flooring in the audience area of the Shoctor Theatre.



The Shoctor Theatre has a proscenium stage with 638 seats.



There are two entrances into the Shoctor Theatre on the second floor:  
SOUTH Audience Right (Seats 1-19)



There are two entrances into the Shoctor Theatre on the second floor:  
NORTH Audience Left (Seats 20-40)






There is an entire row of accessible seating which you will see immediately upon entry from either the audience left or right side of the Shoctor Theatre.

Seats in this row can be booked by contacting the Box Office.

	<p>There are removable seats in this section that are wide with or without arms, as well as traditional theatre seating.</p> <p>The pictured grey seats can be removed to allow for wheelchairs.</p> <p>There are railings in front of and behind this seating row.</p>
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## MACLAB LOBBY

	<p>There is exposed aggregate (concrete) flooring in the Maclab Lobby and into the Lee Pavilion.</p>
	<p>There is an elevator by the NORTH 102 Avenue entrance that takes you down into the Maclab Theatre and up to the Tucker Amphitheatre.</p>
	<p>There are stairs going down to the Maclab lobby by the WEST 99 Street doors.</p> <p>This is also where you exit when taking the stairs up from the Library Parkade.</p>



You can take a ramp down into the Maclab Lobby through the Lee Pavilion that starts by the NORTH entrance doors on 102 Avenue.



There is a bar in the Maclab Lobby.

You can purchase alcoholic and non-alcoholic drinks at the bar before the show and at intermission using credit or debit cards (no cash).

There are black stanchions in the lobby to guide people through the bar line-up.



There is an ice cream and coat check station in the Maclab Lobby beside the SOUTH Audience Right doors.

You can purchase ice cream (using cash, or debit or credit cards), check your coat, and pick up Hearing Assists and Sensory Kits from here.



If you require a T-Coil Hearing loop headset you can pick them up by the coat check and ice cream station.

When you ask the Usher for a Hearing Assist, they will ask for a piece of photo ID in return.

The Usher will show you how the device works, then pass it over to you. You may request either over-ear headphones, or in ear buds (as pictured).

Return to the coat check and ice cream station to return the Hearing Assist and get your photo ID back.



If you require a Sensory Kit you can pick them up by the coat check and ice cream station.

When you ask the Usher for a Sensory Kit, they will ask for a piece of photo ID in return.

Each Sensory Kit includes sunglasses, disposable ear plugs and a fidget toy for focus.

There are also 5 overhead earphones available for additional ear protection.

The Citadel Theatre's Sensory Kits were made by Brooke Leifso.

Return to the coat check and ice cream station to return the Sensory Kit and get your photo ID back.





There are gendered bathrooms by the audience right entrance in the Maclab Lobby.

There are wave sensors for entrance into the bathrooms.

It is standard practice for the washroom doors to be propped open when the theatres are in use.

There is tiled flooring in these washrooms.



Men's washroom accessible stall in Maclab Lobby

There are accessible stalls in both bathrooms at the end of the row of stalls.

Please note: These stalls may be too small for larger wheelchairs or mobility devices.



The accessible stall in the Women's washroom in the Maclab Lobby

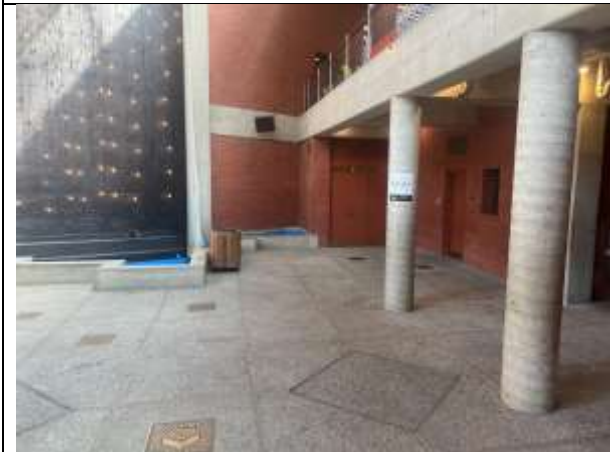


The view of the Men's washroom in the Maclab lobby as you enter

# MACLAB THEATRE



There are two entrances into the Maclab Theatre:  
NORTH Audience Left (Sections A-C)



There are two entrances into the Maclab Theatre:  
SOUTH Audience Right (Sections D-F)



The Maclab Theatre has a thrust stage (which means it surrounds the audience on three sides) with 704 seats.



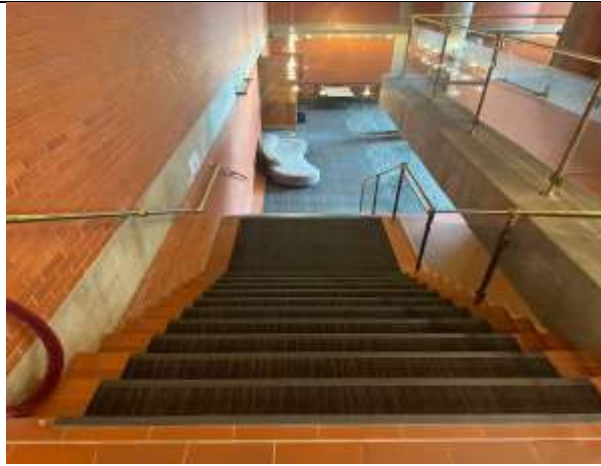
There is accessible seating in the Maclab Theatre at the back of the audience in sections A-F where wheelchairs can slip in.

There is thin, grey low pile carpet flooring in the audience area of the Maclab Theatre.

# RICE THEATRE LOBBY



There is low pile carpet flooring in the Rice Theatre Lobby.



You can access the Rice Lobby via the stairs by the bathrooms south of the Box Office.



You can access the Rice Lobby via the elevator by the bathrooms south of the Box Office.



There is a bar in the Rice Lobby.

You can purchase alcoholic and non-alcoholic drinks before the show and at intermission. Items can be purchased with credit or debit cards (no cash).



There are gendered bathrooms in the Rice Lobby underneath the stairs and next to the Rice Lobby elevator.

There is tiled flooring in these washrooms.



Men's Rice Lobby bathroom



Women's Rice Lobby bathroom

There is an accessible stall in each bathroom that may not be accessible for folks with larger wheelchairs or mobility devices.

## RICE THEATRE



There is an entrance for the Rice Theatre at the bottom of the stairs through two big wooden doors.



There is an entrance for the Rice Theatre balcony on the main floor beside the bathrooms and across from the south elevator.

There are no accessible seating options on the Rice balcony.



The Rice Theatre is a cabaret space and black box theatre with flexible seating up to 237.

It can be set up many different ways depending on the show.



The flooring of the Rice Theatre is linoleum over concrete.

## ZEIDLER HALL



Zeidler Hall is a theatre space with 214 seats. It is an auditorium.

It can be used as a small movie theatre.

There is a small stage with stairs.

The accessible seating area is at the back of the theatre.

There is thin, grey carpet for flooring in the Zeidler Hall audience area.

The rake in Zeidler Hall is at a steep angle.



Zeidler Hall is on the main floor in between the Box Office and the sliding glass doors.



There is a lobby right in front of Zeidler Hall. There is a bar (event dependent) where guests can purchase alcoholic and non-alcoholic beverages before a performance or at intermission. Items can be purchased using credit or debit cards (no cash).

## TUCKER AMPHITHEATRE



The Tucker Amphitheatre is a 100-seat amphitheatre on the upper floor of the Lee Pavilion.

The Tucker is only open for special events, and generally not available to the public.



The Tucker Amphitheatre is accessible by stairs between the coffee shop, Ghostlight by Milkcrate, and the Canada Place entrance.



The Tucker Amphitheatre is also accessible by the glass elevator near the NORTH entrance on 102 Avenue.

## PEOPLE YOU WILL MEET ON YOUR VISIT TO THE CITADEL THEATRE



This is Samantha.  
She works in the Box Office at the Citadel.

There are Citadel Theatre staff at the Box Office who can help you purchase tickets, exchange tickets, and answer any questions you may have about access in the Citadel building.

They will be behind the Box Office window on the main floor and they will be wearing Citadel Theatre name tags.





This is Eddie.  
He is an ACM Security staff member at the Citadel.

ACM Security staff will be working throughout the building and can help with any concerns you may have in regards to security and can help you navigate the building.

They will be wearing a uniform that says "SECURITY" on their backs.

You can call or text ACM at 780-860-9447 if you are lost or if you have a security concern while at the Citadel.



This is Jake.  
He works as Bar Staff at the Citadel Theatre.

The Citadel Theatre Bar Staff will be ready to serve you at the lobby bars for all venues.

They will be wearing name tags.



This is Bonnie.  
She is a Volunteer Usher at the Citadel.

When you approach the theatre where you are seeing your show, you will see a volunteer usher who will scan your ticket and let you into the venue. They can also help with seating.

These volunteers can help store mobility devices for you should you request it.

The Citadel Theatre has Front of House & Hospitality staff that work in the theatre, lobby and bar. They will also be dressed in black and will be wearing a name tag.

## THANK YOU

If you have any questions about this document or your upcoming trip to the Citadel Theatre, please email [boxoffice@citadeltheatre.com](mailto:boxoffice@citadeltheatre.com).

## ACKNOWLEDGMENT

This guide was created by Kristi Hansen and the staff at the Citadel Theatre. Photos within are by Nanc Price Photography and Kristi Hansen.

Kristi Hansen and the Citadel Theatre wish to thank Kelsie Acton for her guidance and the Battersea Arts Centre for the inspiration to create this document for our audience.

## FEEDBACK

If you have any feedback about this document, please share it with [boxoffice@citadeltheatre.com](mailto:boxoffice@citadeltheatre.com) and they will share it with the Citadel Theatre's Equity, Diversity and Inclusion Committee.