



Prairie Theatre Exchange Venue (Wayfinding) Guide

393 Portage Ave.
Unit 300
3rd Floor, Portage Place
Winnipeg, MB R3B 3H6
204-942-5483 (Box Office)

Thank you for deciding to attend a performance at Prairie Theatre Exchange (PTE). We hope this Venue Guide will help you to prepare for your visit. If you have any questions, please do not hesitate to call our Box Office for assistance at 204-942-5483, Monday through Saturday 1pm to 6pm and one hour before performances.

Getting to Prairie Theatre Exchange

Prairie Theatre Exchange is in Portage Place on the third (3rd) floor. To get to Portage Place you can walk, bike, use the skywalk system, drive, take a taxi/uber or a bus.

To take a skywalk, please plan your route by using this map: https://portageplace.ca/wp-content/uploads/2018/04/downtown_winnipeg_indoor_walkway_map_2013.pdf

If you bike there is a locked cage for bicycles in the underground parkade near the security booth on Level P1 at the Carlton St. entrance.

If you drive, there is heated underground parking available onsite which can be accessed via either Carlton or Vaughn St. The parking lot entry clearance is 6'11" high and can be accessed from 6am-12am (midnight). Parking for the evening or weekend afternoon is \$8. Please note that on the nights that there are Jets games, the cost of parking increases, but you will receive an email the day before your performance with a special code that, when used at the pay machines in the parkade, will reduce your price back down to \$8 if you are attending on a Jets game night. **You must pay before coming upstairs.** You'll find the pay machines next to the elevator lobby.

Use Elevator #6 in the parkade to come up to the 3rd floor. No other elevator will go all the way to the third floor.

If you take a bus, most buses will drop you off in front of the mall or across the street. If it is possible, exit on Portage Avenue at Edmonton St.

If you take a taxi/Uber, Winnipeg Transit Plus or someone is dropping you off request the drop off at the Edmonton doors on Portage Avenue. Those are the only doors that will be open when you come for the show. All other doors to the mall will be locked. You can be picked up after the show at the same spot.

There are two sets of doors at Edmonton and Portage – only one set will be unlocked, usually the set on the left-hand side. If you have trouble getting in, call 204-942-5483.

When you enter Portage Place using these doors, the food court will be on your right. Ahead of you, you'll see a giant flag hanging from the ceiling. Behind the flag is the clock tower. The escalators are to either side of the clock tower.

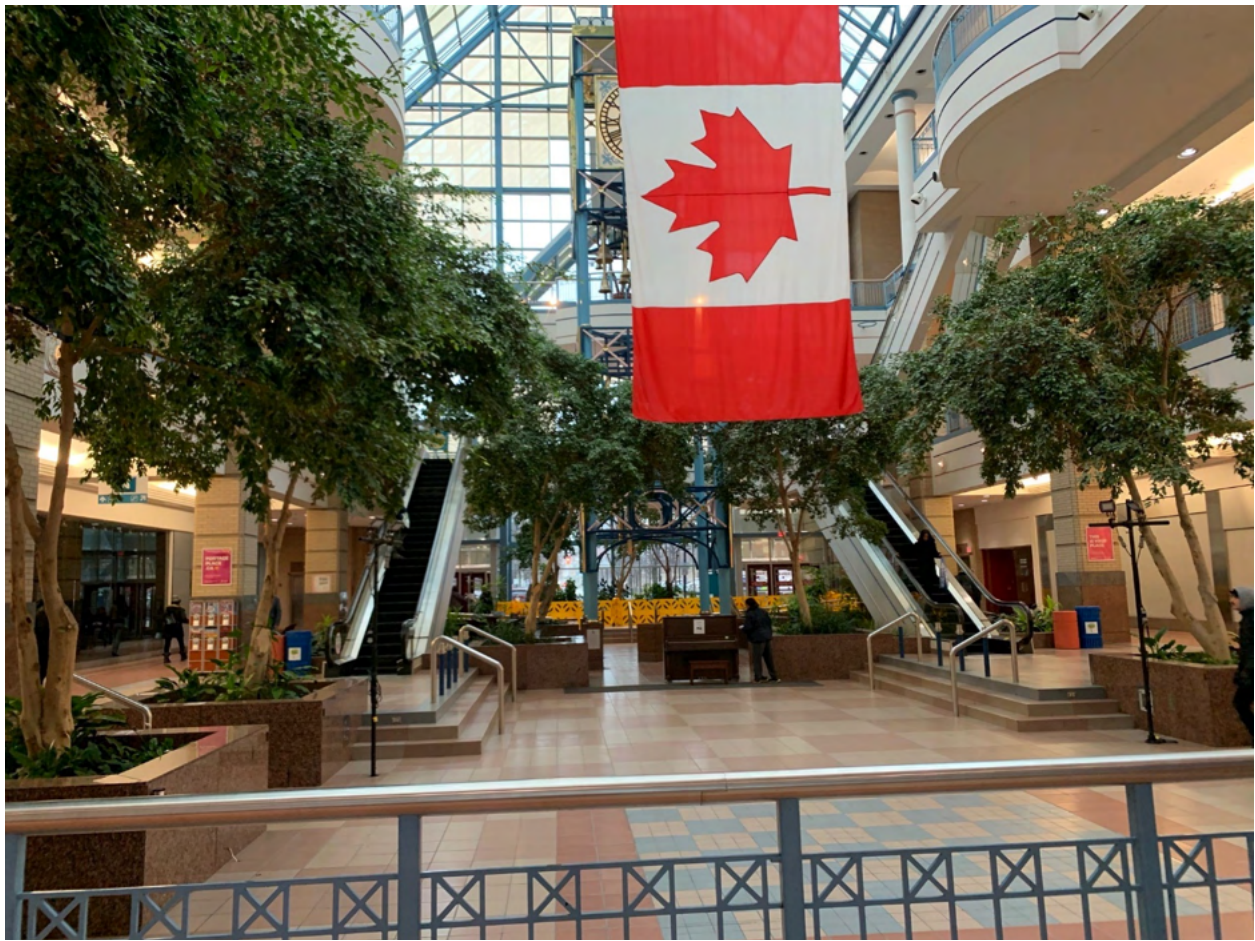


Image Description: A photo of the view once you enter the mall through the doors at Edmonton and Portage. The clock tower is behind the flag. The up escalator is on the left. On the left of the photo, far back, is Elevator #6. Elevator #3 is hidden on the right wall. There are many windows in the background of the photo.

If you are able, take the escalator beside the clock tower up to the second (2nd) floor. From there you will cross over to the next “Up” escalator and take it to the third (3rd) floor.

If you are unable to, or prefer not to, take the escalator, you can use the elevator. It is best to use either elevator #6 (to the left of the clock tower) or elevator #7 (to the right of the clock tower) to get to the theatre.

If you are accessing the theatre from the parking lot, you must take Elevator #6 (near the Carlton Street entrance) up to the third (3rd) floor. No other elevator in the parkade will go all the way to the third floor.

The third (3rd) floor has a lot of natural light (during the day) that comes in from a large skylight.

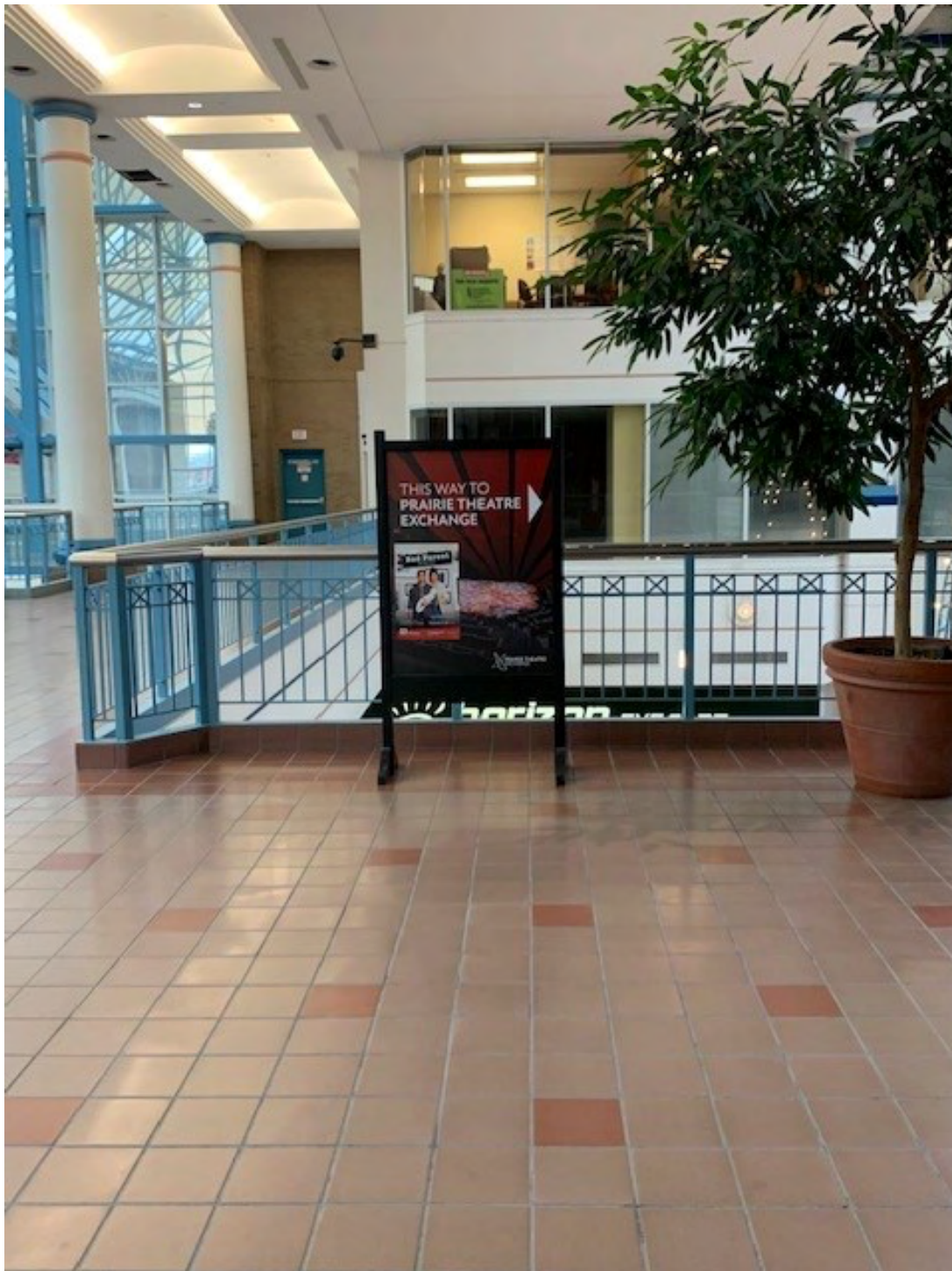


Image Description: A sign for PTE with an arrow to help direct guests once on the third (3rd) floor.

Once on the third (3rd) floor there is a large Prairie Theatre Exchange sign to help orient and direct you to the theatre.

Once you arrive



Image Description: A photo of the Box Office from the mall. The two wickets are on the right as you approach the theatre. The lights are on and people are inside ready to serve customers.

When you approach the theatre, you will first come to the Box Office. There are two box office wickets (desks or service areas). Each wicket will have its own line. Both wickets will be on your right. If you already have your tickets, there is no need to stop at the Box Office or wait in the Box Office line-up.

On the right before you get to the Box Office, there is a display case which will have posters and other theatre related information in it.

The double doors of the theatre lobby will be propped open on show days.

At the doors, the floor changes from tile (that is in the rest of Portage Place) to cork. There is a metal divider where the flooring changes and it slopes a bit upward at that point. Please watch your step.

When you get to the doors a volunteer will scan your ticket (or electronic ticket) and will let you into the lobby.

The lobby is long and access to washrooms, the lounge, the Colin Jackson Studio, the café and the Mainstage will all be on the right. In the evening, the lighting in the lobby is soft and indirect.



Image Description: A photo of the lobby of PTE. It is long like a hallway and access to washrooms, the lounge and both theatres is on the right.

There may be a lot of people in the lobby. They are all waiting to go and see the same play that you are. Some people may be in lines at the lounge or the café, if you want to buy something from these areas, please join the line (if there is one). If you do not want anything, you do not need to join a line. If you find the sound of people talking too loud, please come prepared with sound dampening headphones, ear plugs or whatever else you may need to feel comfortable.

There are many seating areas in the lobby. Most of the seating is on the left, there is a glass wall behind this seating. You do not need to purchase a drink or snack to use any of the seating.

If you would like to purchase a drink you can access the lounge. The lounge is on the right, has a concession and some seating. The lounge is open to the lobby, but there is a track along the floor for the sliding doors that are often open, so please watch your step.



Image Description: A group of people sit in the lounge. A few people are standing. Some have drinks, others do not. There are many conversations happening between the people.

Another place to purchase a drink is at the café. It is further down the lobby, past the Colin Jackson Studio.

Washrooms



Image Description: A photo of the entrance to the washrooms at PTE. A water fountain is between the two doorways. There are not doors, just doorways.

There are two (2) washrooms in the lobby of PTE, located to right as soon as you enter the lobby from the mall.

The washrooms at PTE are not gendered. That means that you can use whichever washroom you would like to.

There are new stalls in both washrooms with walls that extend close to the floor for privacy. There are no urinals in either washroom.

Both washrooms have tile floors.

The entrance/doorway to the washroom on the left is slightly larger than the one on the right. The entrance on the left is 58". The entrance to the washroom on the right is 35".

There is a garbage can located just inside the entrance of the left washroom that makes the entrance area a little narrower. The width goes from 58" at the entrance to 43" between the garbage can and the wall.

Both washrooms have accessible stalls inside of them. The washroom on the left has room for a mobility device user and a caregiver. It also has a private sink. The accessible stall in the washroom on the right does not have a private sink in it. The accessible stalls also have a baby changing table in them.

All of the toilets and sinks are automatic. This means that the toilets may flush while you are seated on them – it might be surprising when they flush.

There is a water fountain outside of the washroom on the left.

Back to the Lobby

After the washrooms, on the right, is a display area that has the headshots (photos) of the actors and some information about the play.



Image Description: The display case in the lobby. It contains photos and information about shows. In this photo the materials are for the show Bad Parent.

Once you pass the display area the lounge will be on your right.

Across from the lounge is the centre island, tucked up against the glass windows. The centre island is a volunteer desk. If you are attending Wine Wednesday, the wine tasting will be at the centre island.

Past the lounge are the doors to the PTE administration offices (which are locked) and the Colin Jackson Studio.

[Colin Jackson Studio](#)

The Colin Jackson Studio is a black box theatre that seats 79 people.

The seats are light grey.

There is 1 row of seats on the floor of the studio and 5 rows on risers.

There is a centre aisle to access the seating.

You will enter on the right of the seating, walk in front of the first row and make your way to the centre aisle to get to your row.

[Back to the Lobby](#)

Past the Colin Jackson Studio is the café. Any drinks you buy at the lounge or the café can be taken into either theatre.

At the end of the lobby, past the café, is the entrance to the Mainstage theatre.

Cherry Karpyshein Mainstage Theatre



Image Description: The doors to the Cherry Karpyshein Mainstage Theatre are open. on the left, through the doors, part of the staircase up to the seats is visible.

The Cherry Karpyshein Mainstage Theatre has 323 seats.

The Cherry Karpyshein Mainstage is a thrust or $\frac{3}{4}$ round stage – that means that the audience sits on three sides of the stage and the action is directed to all three sides.

The maximum number of wheelchair accessible seating is five (5) for each show.

There is a big red arch at the entrance to the Cherry Karpyshein Mainstage.

At the arch is a television. If you are late for the show, you can watch what is happening on stage on the television until the late call. The late call is a safe time for volunteer usher(s) to take you to your seat. Sometimes your seat cannot be accessed late, in which case the usher will take you to the first, and most easily accessible, seat. You cannot enter the theatre late except at the late call and only when accompanied by a volunteer usher.

After you go through the arch, you will turn right and enter a smaller lobby just for the Cherry Karpyskin Mainstage.

When you are in this lobby there will be two (2) sets of stairs on your left and two (2) sets of stairs on your right to get up to the seats. There is also a walkway on either side to the floor seating. Please note there is a metal bar/transition bar on the floor by the walkway.

Once in the theatre there are steps up to the seats. The railing on the steps is intermittent so that rows of seats can be accessed. Every second step is a platform and is larger than the one before it.

If you are sitting in the front row of seating, your feet will be on the stage. Please keep any bags/tickets safely under your seat.

Working dogs – if you are bringing a working dog with you, please let Box Office know when ordering your tickets – there are some seats in the area referred to as the side pie and centre pie (triangular sections of the theatre) that have a little more legroom and may provide more space for you and your dog.

Leg room – as well as the side and centre pie sections, the centre at the back has some extra legroom.

There is a seating map online. It can be found here: <https://www.ptc.mb.ca/plan-your-visit/theatre-maps>



Image Description: A photo of the inside of the theatre from the back of the seating area looking down towards the stage.

Relaxed Performances

Relaxed Performances are designed for those who may benefit from a more relaxed approach to theatre 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.

Volunteer ushers-will be on hand to help you find your seats, the washrooms, fountains etc.

Movement – at times you may feel the need to leave the theatre and watch the performance on the television by the arch or to use the washroom – this is ok. However, as the Mainstage theatre is a thrust stage, the entrance that you used to get to your seat may be the same that the actors use to enter and exit the stage. Trying to leave at the same time as an actor is entering or exiting the stage can sometimes prove dangerous for both yourself and the actors. If there is action in the play that requires an entrance or exit of an actor as you are trying to leave, a volunteer usher will advise you to wait and will help you find a safe time to leave the theatre. Please listen to the volunteer – they are here to help you and to ensure your safety. Once you are out of the seating area, you may find an actor running from one door to another in order to make their next stage entrance – please be mindful of this, the actors cannot stop, chat, or change their route as the play depends on them being in the right place at the right time.

Quiet room – there will be a Quiet room/area set up for those who may need a break from the performance. The location of the Quiet room may change depending on the play. Please check the show specific Fact Sheet if you would like to know the location ahead of your visit. On the day of the performance, a volunteer 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 play, will highlight any sudden lighting or sound changes, have photos of the cast (actors) in it, and will help you prepare for that specific play/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.

End of the Performance

At the end of the performance the cast of actors 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 you exit the theatre. Unlike when you entered the theatre, everyone will be leaving at the same time so it might take a little longer before you are out in the lobby. Because there are a lot of steps in the theatre and each person moves at a different speed, please be patient with others as you exit.

After the show you can still use the washrooms, but the café and the lounge will be closed.

Questions

If you have questions about Relaxed Performances or the play itself, please call the Box Office at 204-942-5483 or email boxoffice@pte.mb.ca.

Thank you!

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