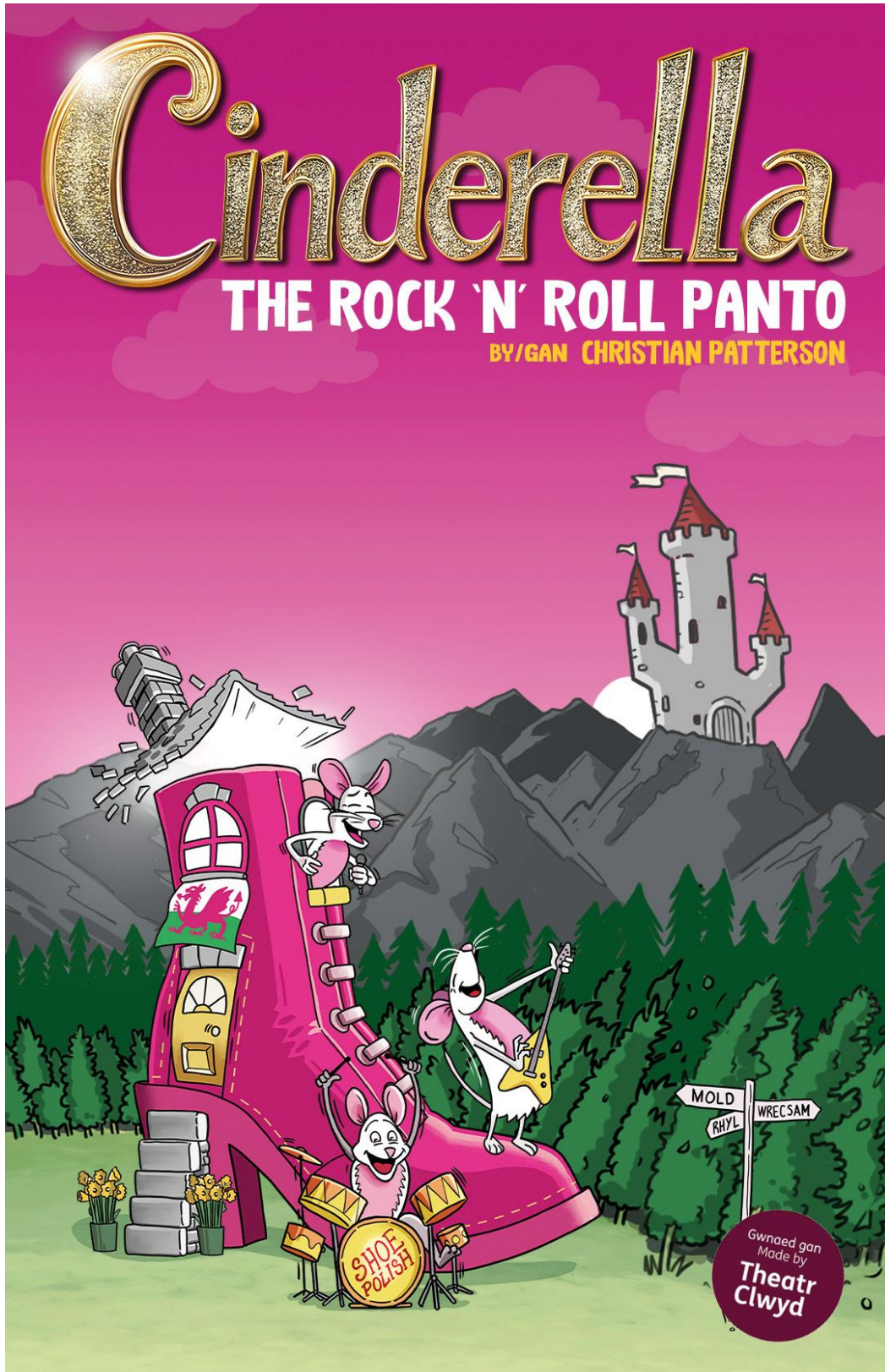


Getting Ready for *Cinderella*:

A Relaxed Performance Guide

Wednesday 14th January 2026



Welcome!

Welcome to our relaxed performance of *Cinderella*! We're so happy to share this show with you. This guide is here to help you feel comfortable and ready for the performance. It includes answers to common questions so you can relax and enjoy the show. Everyone's needs are different, so we've added details to make sure you have a great experience. If you have any questions or need more help, feel free to get in touch with us before the show.

Finding Your Way Around & What to Expect

The play is being performed at Theatr Clwyd. The theatre building has changed a lot in the last year, so even if you've been before some things might look different.

Once you have parked or been dropped off, please come inside the theatre. The main entrance is a large automatic door on the right of the building.



Please enter this door to get into our building. The door is automatic and will open by itself.



The Welcome Desk

When you are inside, if you need help please head straight ahead to our Welcome Desk. If this is your first time visiting, please do not worry and just ask the friendly team at the Welcome Desk for help! This is what the Welcome Desk looks like:



Food & Drink

Past the Welcome Desk, we have a shop, where you can buy food and drink and take payment for this at our Welcome Desk.

You are also welcome to bring your own refillable water bottle, we have many water stations located around the building.



The Lifts

We have two lifts to take you to the upper floors or there are also stairs, which are located to the left.



On the first floor there is a restaurant, a bar, a gallery space with artwork on the walls and Door B into the auditorium.

On the second floor are Doors C and D into the auditorium. There will be helpers who work at the theatre to show you which door you need to get to your seat in the auditorium.



This is the auditorium where the play is performed.

Once inside the auditorium, you'll find your seats where you will sit to watch the play. Remember, it will be busy and a little noisy. Feel free to bring noise-cancelling headphones, or we have a few ear defenders available to borrow from the Ushers if needed.

From your seats, you are looking at the stage, which is where the actors perform the play. The stage itself is a spectacle for this production! When you arrive, a large curtain will hide most of the stage, creating a lovely surprise when the show starts. Please note there are steps at the front of the stage – please only use them if an actor asks you to.

How long is the play?

The show is in two parts, each about an hour long, with a 20-minute interval.

Need help?

Our friendly ushers are here to help! They'll check your tickets and answer any questions you may have. They usually wear purple jumpers or tee-shirts.



Chill-Out Areas

If you want to have a break during the play you can go back out to the top floor foyer space, where there is comfortable seating and will be much quieter when the show is happening - you can ask one of our ushers to show you the way. You can go back into the auditorium later on if you want to.

Before the show starts

At the start of the show, the actors will come on stage in their opening costumes to talk about what will happen in the show. They will introduce themselves to you and they will show you some of the lighting effects and play some of the sound effects used in the show.

What is the play about? (please note there are spoilers ahead!)

The play starts with shadow puppets showing baby Cinderella being born and introducing her family. A magical Fairy Godmother appears too – and she will be very important later!

Cinderella lives with her lovely mum, Hettie, and her two wicked stepsisters Sam (who always wears pink) and Ella (who always wears green). Cinderella is very kind but her sisters are cruel to her. Luckily, she has her best friend Buttons, who is always there to help.

Meanwhile, the King and Queen of Flintshire want their son, Prince Charming, to get married even though he doesn't want to marry a princess. While walking through the forest with his silly friend Dandini, the Prince meets Cinderella, and the two begin to fall in love! Cinderella runs away before the Prince learns her name, so he invites everyone in the land to the castle for a huge party (the Royal Ball) hoping to find her again.

But disaster strikes when nasty Sam and Ella rip up Cinderella's party dress! Just in time, the Fairy Godmother appears. She magically turns Cinderella's dress into a beautiful ballgown and sends her to the ball in a pumpkin carriage. There's only one rule: she must leave before midnight, when the magic ends.

At the Royal Ball, there is lots of dancing and plenty of silliness. Dandini and Hettie Hardup have a dance-off with Sam and Ella, while Cinderella and the Prince share a very romantic dance. Everyone thinks Cinderella is a princess – but suddenly, the clock strikes midnight and she has to leave in a rush.

Once again, the Prince doesn't find out who Cinderella really is, so he sets off to search the land for her. The only clue is a shoe that Cinderella leaves behind at the castle.

Sam and Ella try to trick the Prince into believing the shoe fits them and that he should marry one of them! But in the end he finds Cinderella and

the shoe fits her perfectly so the Prince knows she is the girl he loves — and she loves him too.

Although the King is unhappy that Cinderella isn't a real princess, the Queen reminds him that true love matters most. After Sam and Ella are forgiven for their nasty tricks, and a surprising romance blooms between Dandini and Hettie, the story ends with a magical Happy Ever After.

Expect lots of colourful costumes, lively music, plenty of audience interaction - especially from Hettie Hardup! - and a classic Cinderella story set in a snowy winter wonderland at Theatr Clwyd!

The characters in the play

Here are pictures of all the different actors and the names of the characters they play. Some actors play more than one character – sometimes to look different they will change way they move and talk, and they change their costume (costume is the name for the clothes the actors wear on stage).

Cinderella



Hettie Hardup



Samantha Hardup



Ella Hardup



Buttons



Fairy Godmother



King Benedict



Queen Beatrice



Prince Charming



Dandini



Songs and the Band

All the actors are also musicians, which means when we have a song in the show, they play lots of different instruments. They might wear different costumes when they are in the band area towards the back of the stage.

What else might you need to know?

Spoiler Alert! The notes below are here to help you feel prepared for any moments that might be exciting, dramatic or a little scary.

- During the performance, some characters will come into the audience. They might interact with you, or they might just leave the theatre as part of the action. They may even bring some bubbles into the audience too!
- There are lots of songs in the show. Some of these can be loud, but we have practiced the show to be a little quieter for this relaxed performance. If you think this still may be too loud for you, please tell a member of staff when you arrive. We have a small number of ear defenders you can borrow from the Welcome Desk team. Please return them at the end of the show.
- You are welcome to bring fidget toys with you if they help you feel more relaxed. We will also have some available from the Welcome Desk.
- There are magical moments in the story shown using special effects, such as smoke and sparkling stage lights. These are safe and are used to make the story more exciting. The actors will show you what these effects look like at the start.
- Sometimes characters pretend to be other people by wearing different clothes. In the woods, the Prince and Dandini swap clothes to pretend to be each other. You can spot this when they swap their hats.

Cinderella also wears a disguise. She goes to the party in a beautiful ballgown and pretends to be a princess. Her sisters do not recognise her because her clothes look so different.

- The second part of the play begins with the characters at the party, and Dandini singing a rock song. He will look very different because he's wearing a fancy costume, for the party. He has black and white make up on his face which might make him look a bit scary, but he's the same friendly and silly Dandini.
- In the scene at the party with the dance-off contest, it looks like Hettie catches Dandini when he jumps and swings him around. Actually, this is just a pretend doll dressed like Dandini. Everyone is very safe at all times.

Finally, we hope you really enjoy the performance, relax and have a good time. Keep in touch with Theatr Clwyd and tell us what you thought of *Cinderella*, and if there is anything else we can do to improve the experience for next time. Diolch!