



# LEWIS FAMILY PLAYHOUSE THEATER ACCESS GUIDE



# OVERVIEW

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Welcome to the Lewis Family Playhouse!

We're excited to have you with us. This guide covers everything from arrival to the performance to help you make the most of your visit. Have a suggestion?

Feel free to contact our Front of House staff at 909-774-3737.

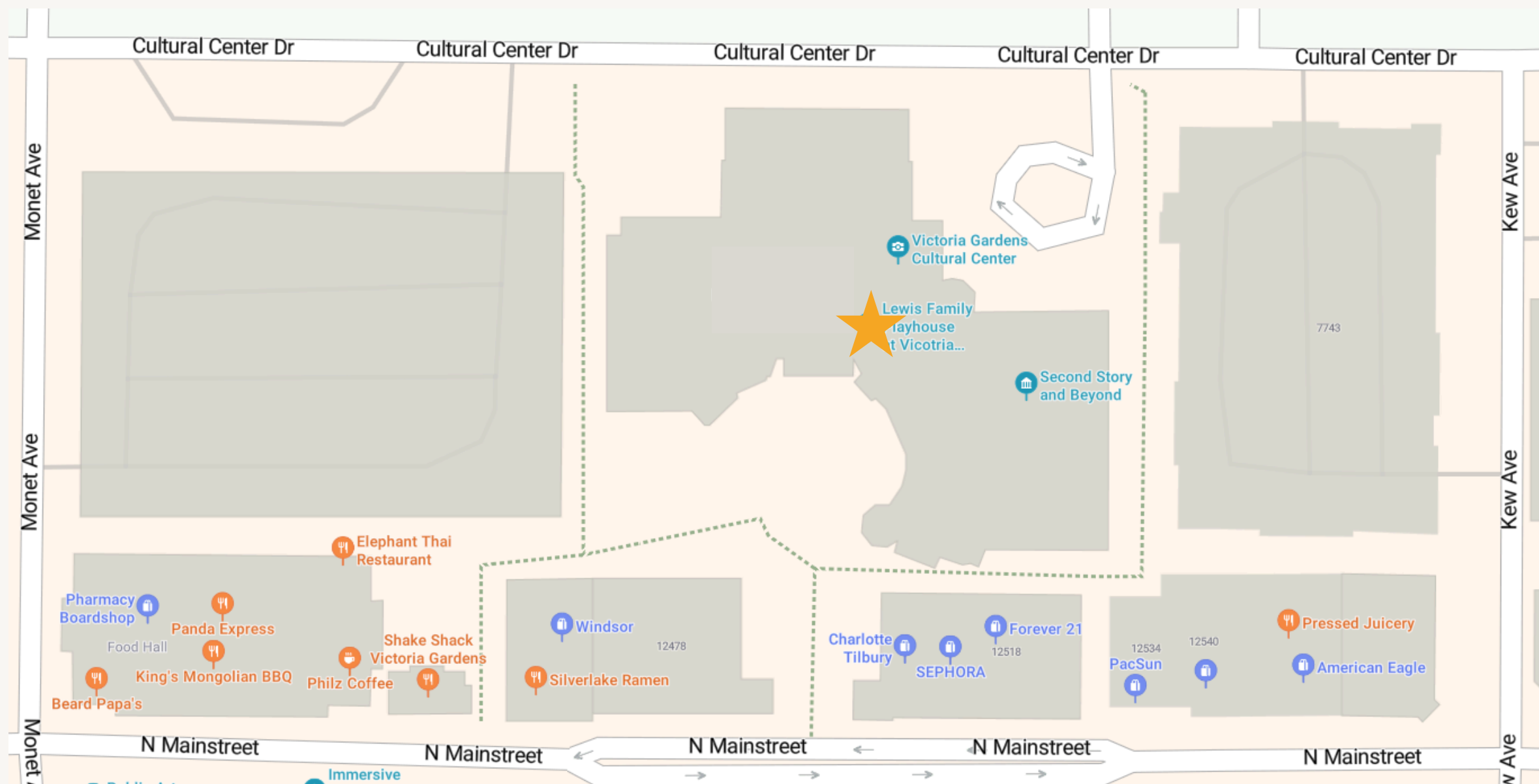




# GETTING TO THE THEATER



**Lewis Family Playhouse: 12505 Cultural Center Dr., Rancho Cucamonga, CA 91739**



# GETTING TO THE THEATER

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The Lewis Family Playhouse is part of the Victoria Gardens Cultural Center, which is comprised of not only the Playhouse, but also the Paul A. Biane Library, Celebration Hall, Studio Rehearsal Hall, and the Bank of America Imagination Courtyard.

The Victoria Gardens Cultural Center is part of the Victoria Gardens outdoor mall. For a list of merchants and restaurants located at Victoria Gardens, please visit their website at [www.victoriagardensie.com](http://www.victoriagardensie.com).



# GETTING TO THE THEATER

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**Directions from Los Angeles - 47 Miles / Approx. 55 minute drive (in low traffic)**

1. Merge onto I- 10 East (San Bernardino Freeway) via the left lanes.
2. Stay on I- 10 East through downtown and across the San Gabriel Valley.
3. Continue on I- 10 East for approximately 35 miles.
4. Take exit towards Barstow/Las Vegas onto I-15 North.
5. Take exit 112 toward CA-66/Foothill Blvd.
6. Turn left onto Foothill Boulevard, then proceed east for about 0.5 mile.
7. Turn right onto Cultural Center Drive.
8. Follow Cultural Center Drive until you reach 12505 Cultural Center Drive on your right.

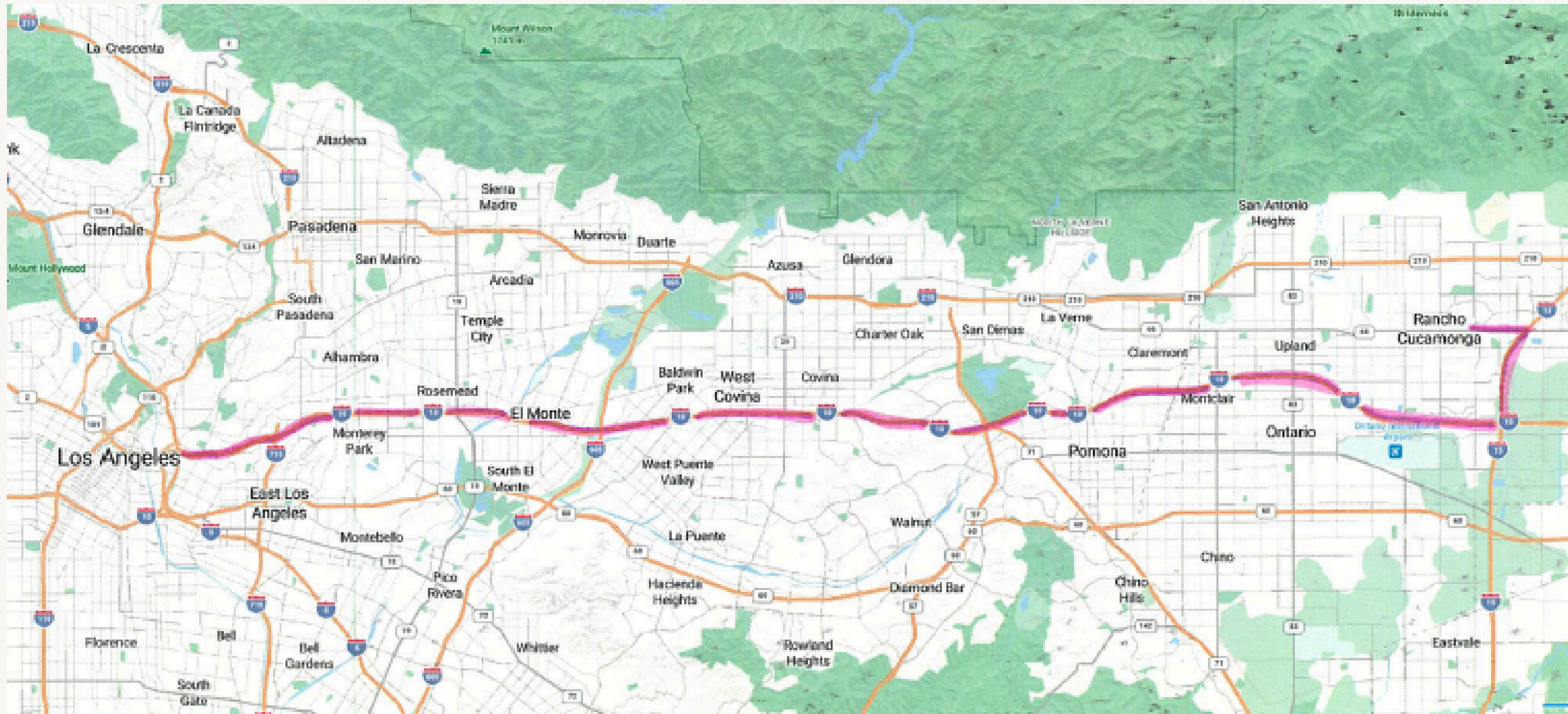


# GETTING TO THE THEATER

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**Directions from Los Angeles - 47 Miles / Approx. 55 minute drive (in low traffic)**





# GETTING TO THE THEATER

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**Directions from San Diego - 134 Miles / Approx. 2 hour drive (in low traffic)**

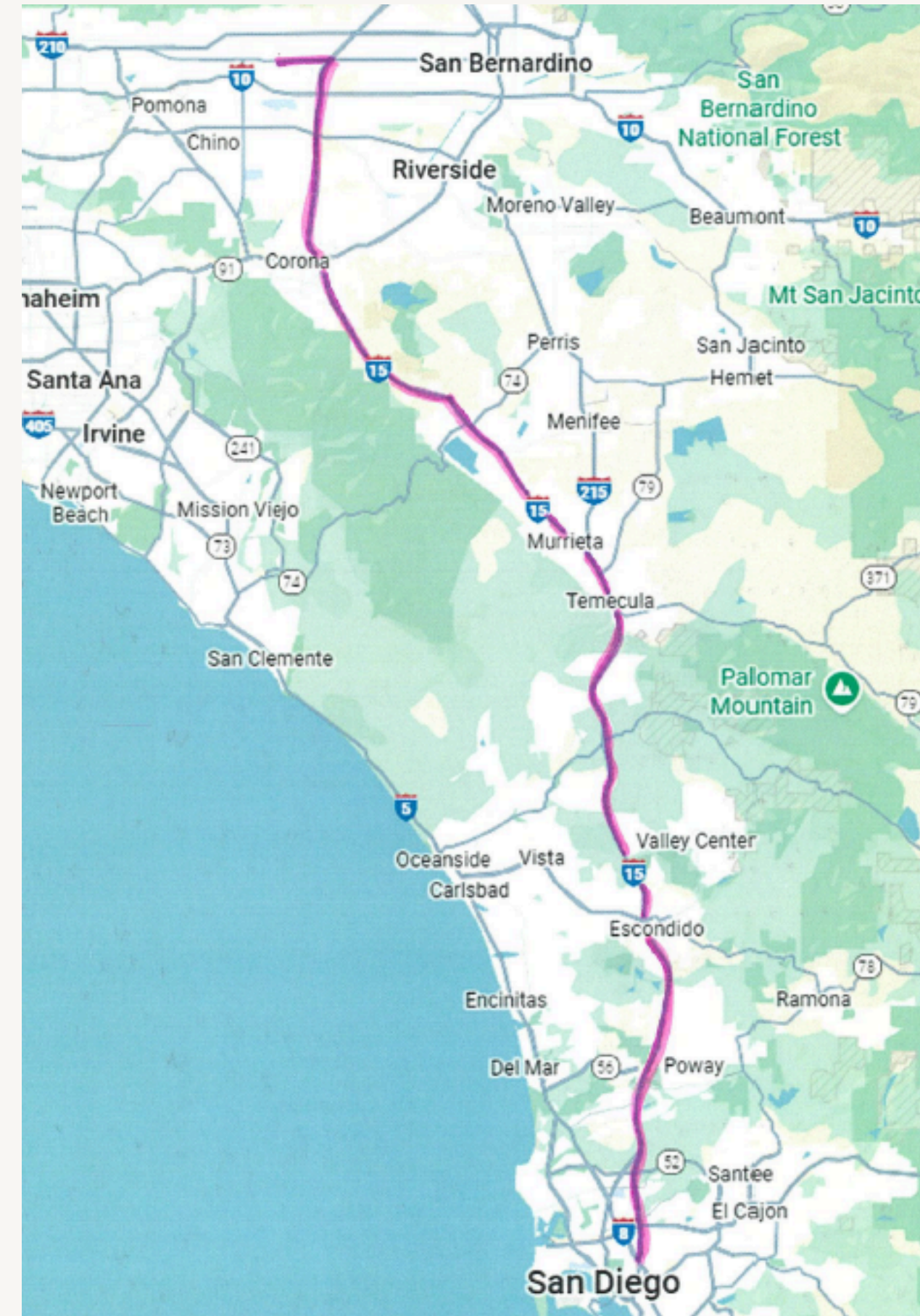
1. Merge onto I-15 North.
2. Take exit 112 toward CA-66/Foothill Blvd.
3. Turn left onto Foothill Blvd.
4. Turn right onto Day Creek Blvd.
5. Turn right on Cultural Center Drive and follow it to 12505 Cultural Center Drive—your destination will be on the right.



# GETTING TO THE THEATER

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**Directions from San Diego -  
134 Miles / Approx. 2 hour  
drive (in low traffic)**



# GETTING TO THE THEATER

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**Directions from Victorville - 38 Miles / Approx. 40 min drive (in low traffic)**

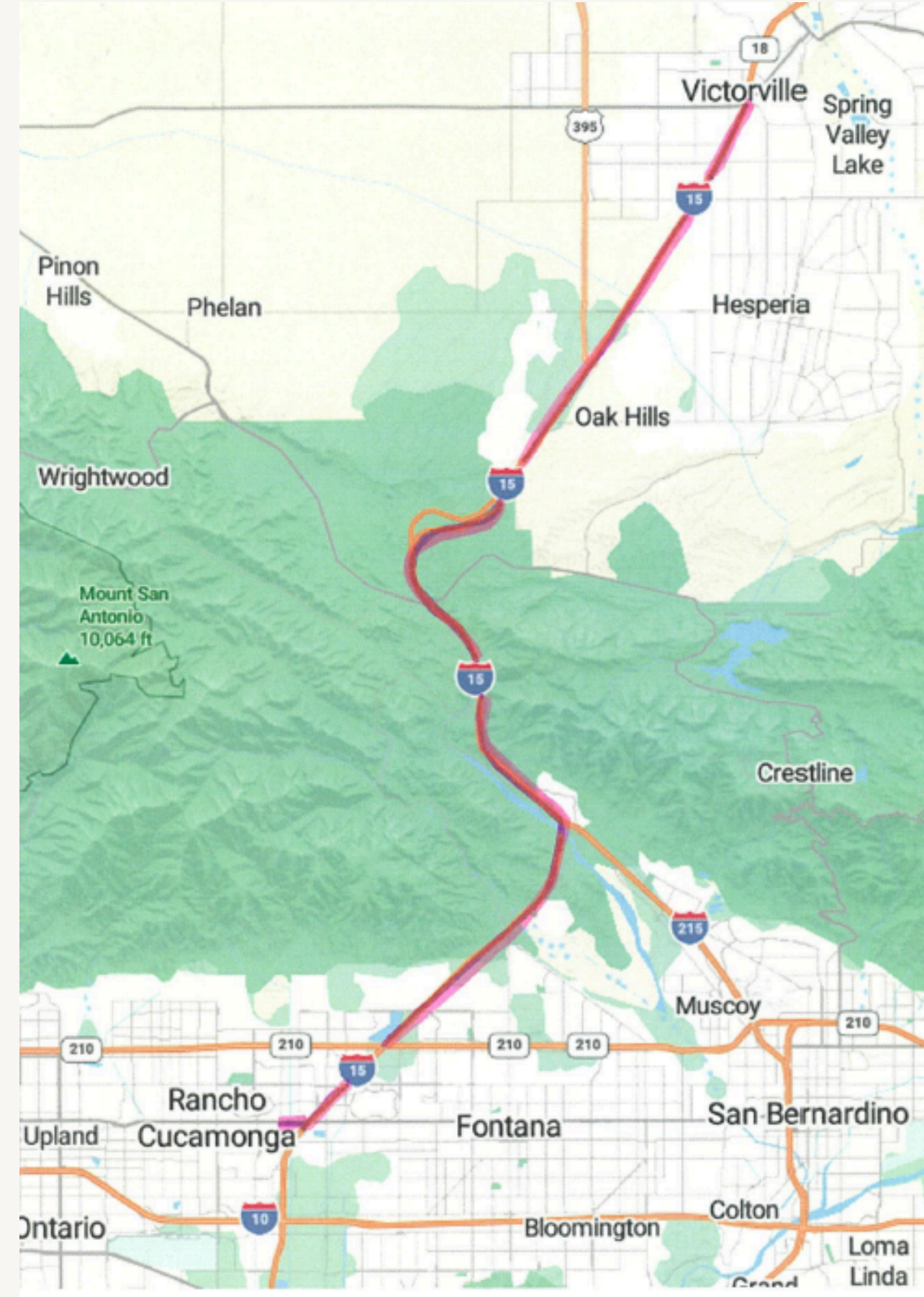
1. Merge onto I-15 South.
2. Take exit 112 toward CA-66/Foothill Blvd.
3. Turn right onto Foothill Blvd.
4. Turn right onto Day Creek Blvd.
5. Turn right on Cultural Center Drive and follow it to 12505 Cultural Center Drive—your destination will be on the right.



# GETTING TO THE THEATER

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**Directions from Victorville -  
38 Miles / Approx. 40 min  
drive (in low traffic)**



# GETTING TO THE THEATER

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## PUBLIC TRANSPORTATION

If you're taking local, public transportation, you can get to the Lewis Family Playhouse using Omnitrans at the Day Creek and Milliken stations using Routes 66, 82 and 367.

You can also use Metrolink to access the Playhouse by using the Rancho Cucamonga station as your destination.

For more route information please visit  
[www.omnitrans.org](http://www.omnitrans.org) / [www.metrolinktrains.com](http://www.metrolinktrains.com).



# GETTING TO THE THEATER

## DAY CREEK BUS STOP TO LEWIS FAMILY PLAYHOUSE

From the Day Creek bus stop, you will need to walk or ride share using the following directions. Please note the walk will be 1 mile long and take approx. 10 mins.

1. Turn right and travel North on Day Creek Blvd.
2. Turn right and travel East on Cultural Center Dr.
3. Turn right and travel South on Arbor Ct.
4. Entrance to the Lewis Family Playhouse is straight ahead.

Buses #66 and #82 use the Day Creek stop



# GETTING TO THE THEATER



## BASE LINE RD. BUS STOP TO LEWIS FAMILY PLAYHOUSE

From the Base Line bus stop, you will need to walk or ride share using the following directions. Please note the walk will be 1 mile long and take approx. 10 mins.

1. Turn right and travel East on Base Line Rd.
2. Turn right and travel South on Day Creek Blvd.
3. Turn left and travel East on Cultural Center Dr.
4. Turn right and travel South on Arbor Ct.
5. Entrance to the Lewis Family Playhouse is straight ahead.

Bus #367 uses the Base Line stop





# GETTING TO THE THEATER



## RANCHO CUCAMONGA METROLINK STOP TO LEWIS FAMILY PLAYHOUSE

We recommend using rideshare from the station, as the distance from the station to the Lewis Family Playhouse is approx. 3 miles.

1. Turn left and head North on Milliken Ave.
2. Turn right and travel East on Foothill Blvd.
3. Turn left and travel North on Day Creek Blvd.
4. Turn right and travel East on Cultural Center Dr.
5. Turn right and travel South on Arbor Ct.
6. Entrance to the Lewis Family Playhouse is straight ahead.





# GETTING TO THE THEATER



## RIDE-SHARE DROP OFF

- If you're arriving via a car service (such as Uber, Lyft, or similar), we recommend using the Arbor Court roundabout as your designated drop-off and pick-up location. Conveniently located at the main entrance of the Lewis Family Playhouse, the roundabout offers several 20-minute parking spots for easy access.





# GETTING TO THE THEATER



## PARKING AT THE LEWIS FAMILY PLAYHOUSE

- There are two parking structures on either side of the Victoria Gardens Cultural Center. The East structure and the West structure.
- Parking is free throughout the Victoria Gardens mall, as long as you are not parking in metered spots.
- Please note, parking is difficult during the holidays. Please give yourself enough time to arrive before a performance.





# GETTING TO THE THEATER

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## DISABLED PERSON PARKING

- Both the East and West parking structures have Disabled Person Parking.
- If dropping off or picking up someone with a disability, we recommend using the twenty minute parking in the Arbor Ct. roundabout, which is located in front of the main entrance to the Victoria Gardens Cultural Center.



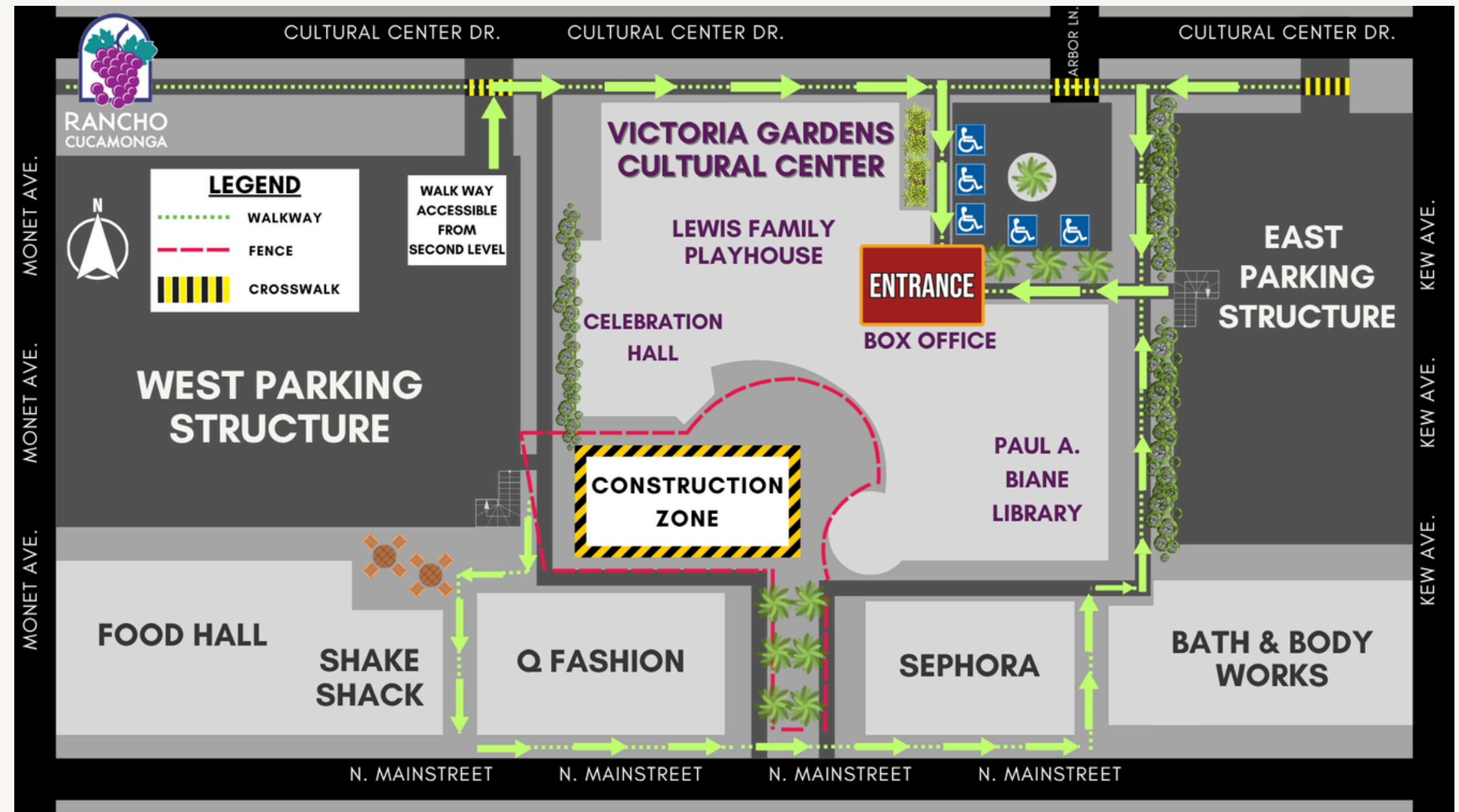


# GETTING TO THE THEATER



## GETTING TO THE ENTRANCE FROM THE PARKING STRUCTURES

- Our Courtyard is currently under construction and is set to open in December of 2025.
- This map highlights the walkways to get to the entrance of the Lewis Family Playhouse from each parking structure.
- If you get lost or need any assistance getting to the theater, please feel free to contact our Box Office at 909-477-2752.



For more information about the courtyard construction, please visit [www.cityofrc.us/parkdevelopment.com](http://www.cityofrc.us/parkdevelopment.com)

# BEFORE YOUR VISIT

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We recommend purchasing your tickets in advance to ensure availability. While same-day tickets may be available, performances often sell out. To guarantee your seat, we encourage you to secure your tickets ahead of time. You can purchase tickets prior to your visit by:

**Going to the Lewis Family Playhouse website:** [www.lewisfamilyplayhouse.com](http://www.lewisfamilyplayhouse.com)

**Emailing:** [BoxOffice@cityofrc.us](mailto:BoxOffice@cityofrc.us)

**Calling the Box Office at:** (909) 477-2752

**In-Person:** 12505 Cultural Center Dr., Rancho Cucamonga, CA 91739



# BOX OFFICE HOURS

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**Tuesday-Friday:** 12:00 pm - 5:00pm

**Saturdays and Sundays:** Box Office hours vary and are dependent on showtimes

**Closed:** Mondays

If you prefer to visit the Box Office for assistance before a performance, please call for hours as they vary. Generally, the Lewis Family Playhouse Box Office opens two (2) hours prior to a performance.

Box Office: (909) 477-2752 / Email: [BoxOffice@cityofrc.us](mailto:BoxOffice@cityofrc.us) / Website: [www.lewisfamilyplayhouse.com](http://www.lewisfamilyplayhouse.com)

# ARRIVING AT THE THEATER

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## PICKING UP TICKETS OR PURCHASING TICKETS FROM THE BOX OFFICE

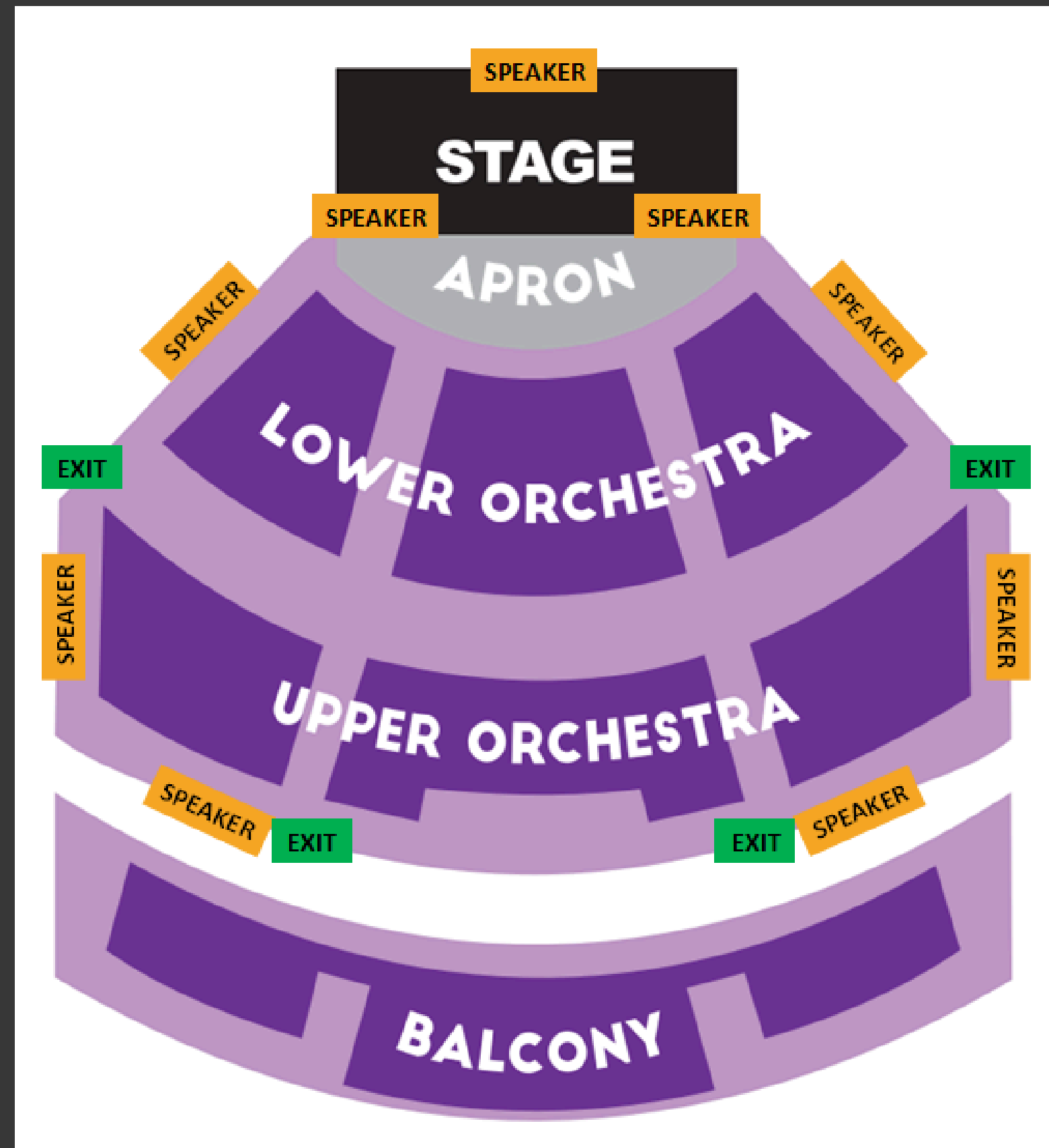
- Upon entering the lobby from the rotunda, look to the left and you will see the Box Office.
- There are two windows open, with staff available to assist.





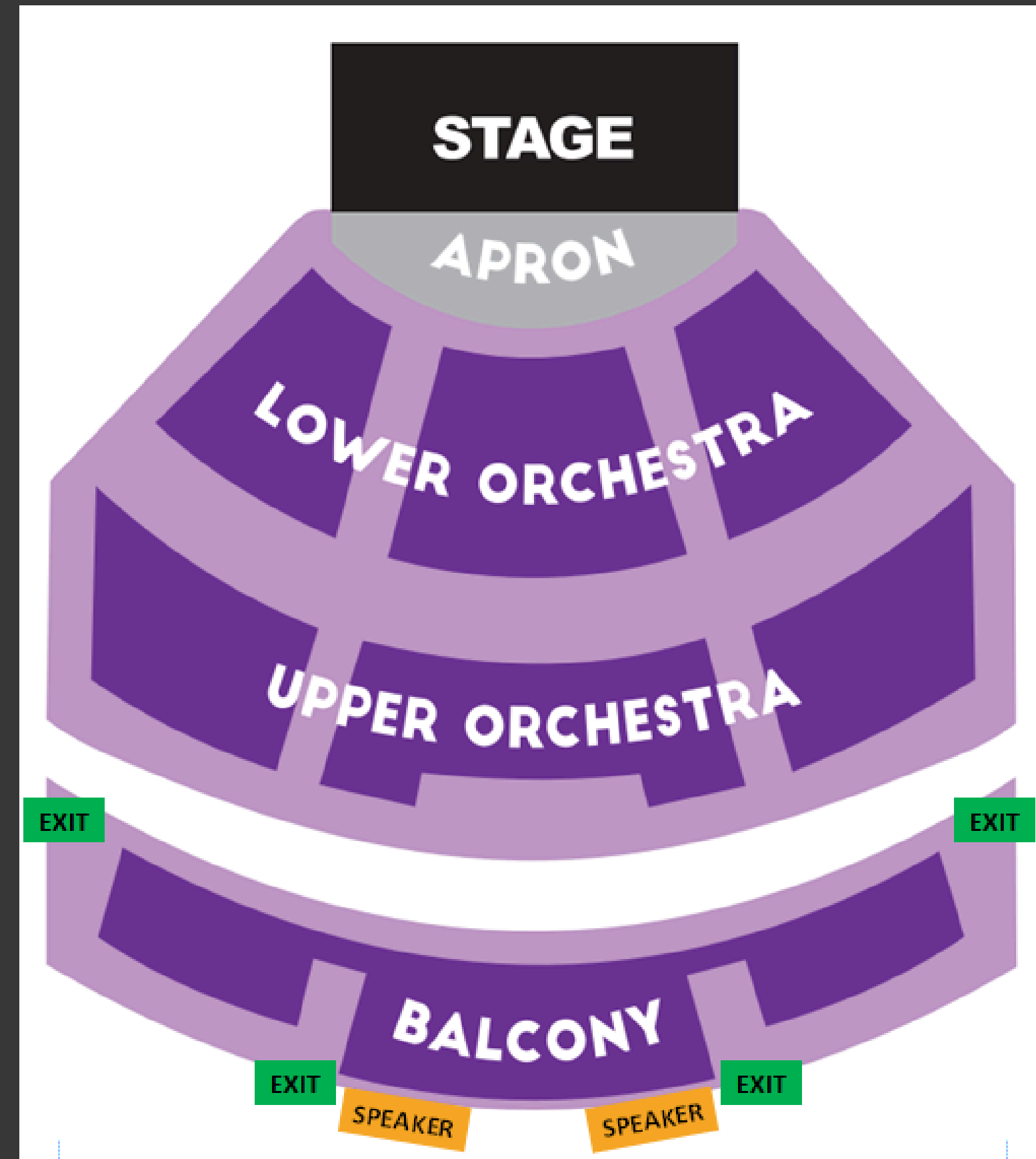
# CHOOSING A SEAT IN THE ORCHESTRA

- When you purchase a ticket, you can select your seat based on the seats that are available.
- If you are sensitive to sound, you may want to pick a seat that is farther away from the speakers.
- If you would like to take breaks during an event, you may want to pick a seat close to an exit.
- If you already purchased tickets and need to change your seats based on this information, please call the Box Office at (909) 477-2752. Our Box Office staff will do their best to move your seat.



# CHOOSING A SEAT IN THE BALCONY

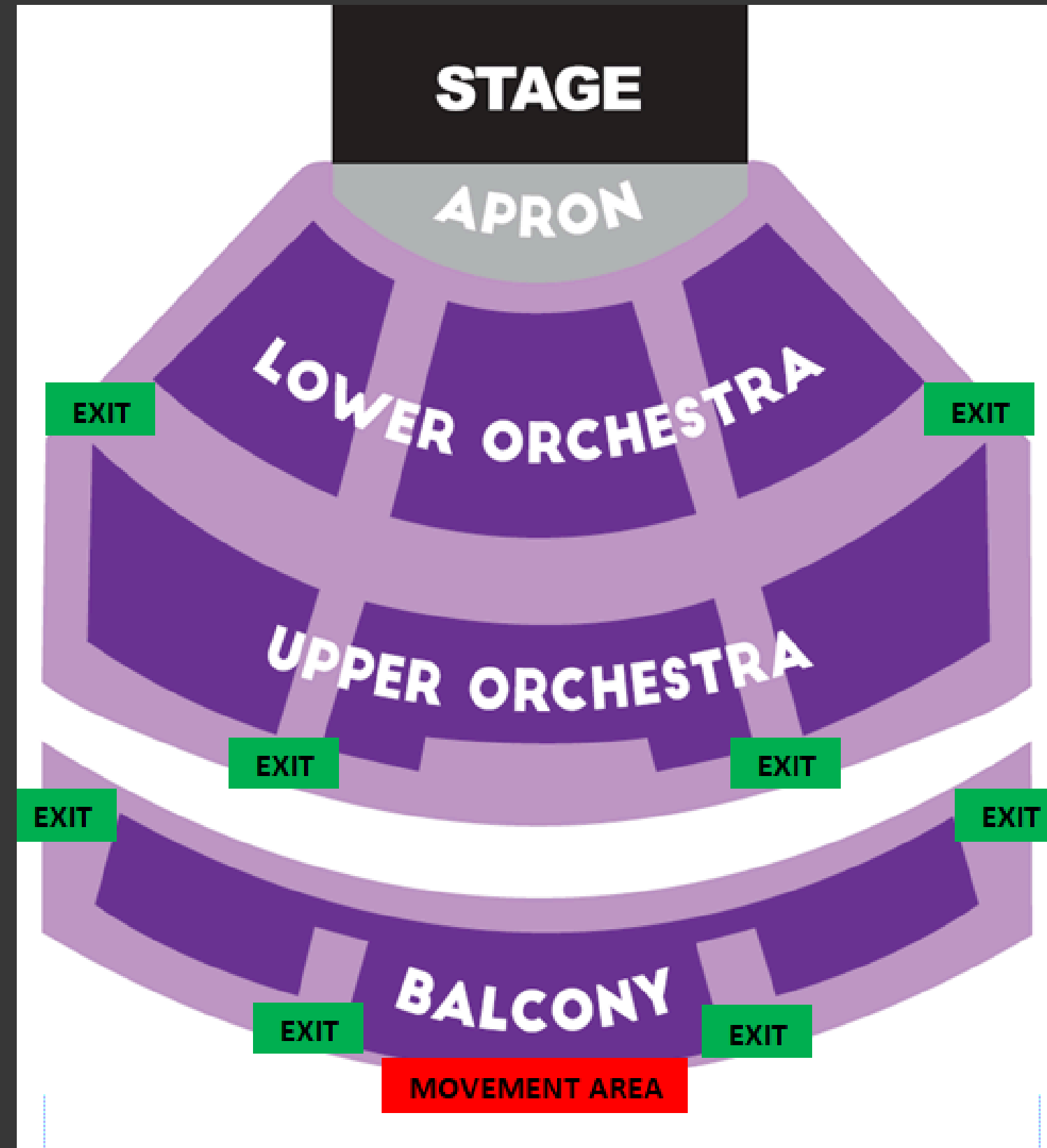
- The balcony seats are directly above the rear seats of the orchestra.
- When you purchase a ticket, you can select your seat based on the seats that are available.
- If you are sensitive to sound, you may want to pick a seat that is farther away from the speakers.
- Avoid Row P in the balcony if you are someone who needs to get up and move multiples times throughout the show. It is one long row, and is hard to get in and out of.
- If you already purchased tickets and need to change your seats based on this information, please call the Box Office at (909) 477-2752. Our Box Office staff will do their best to move your seat.





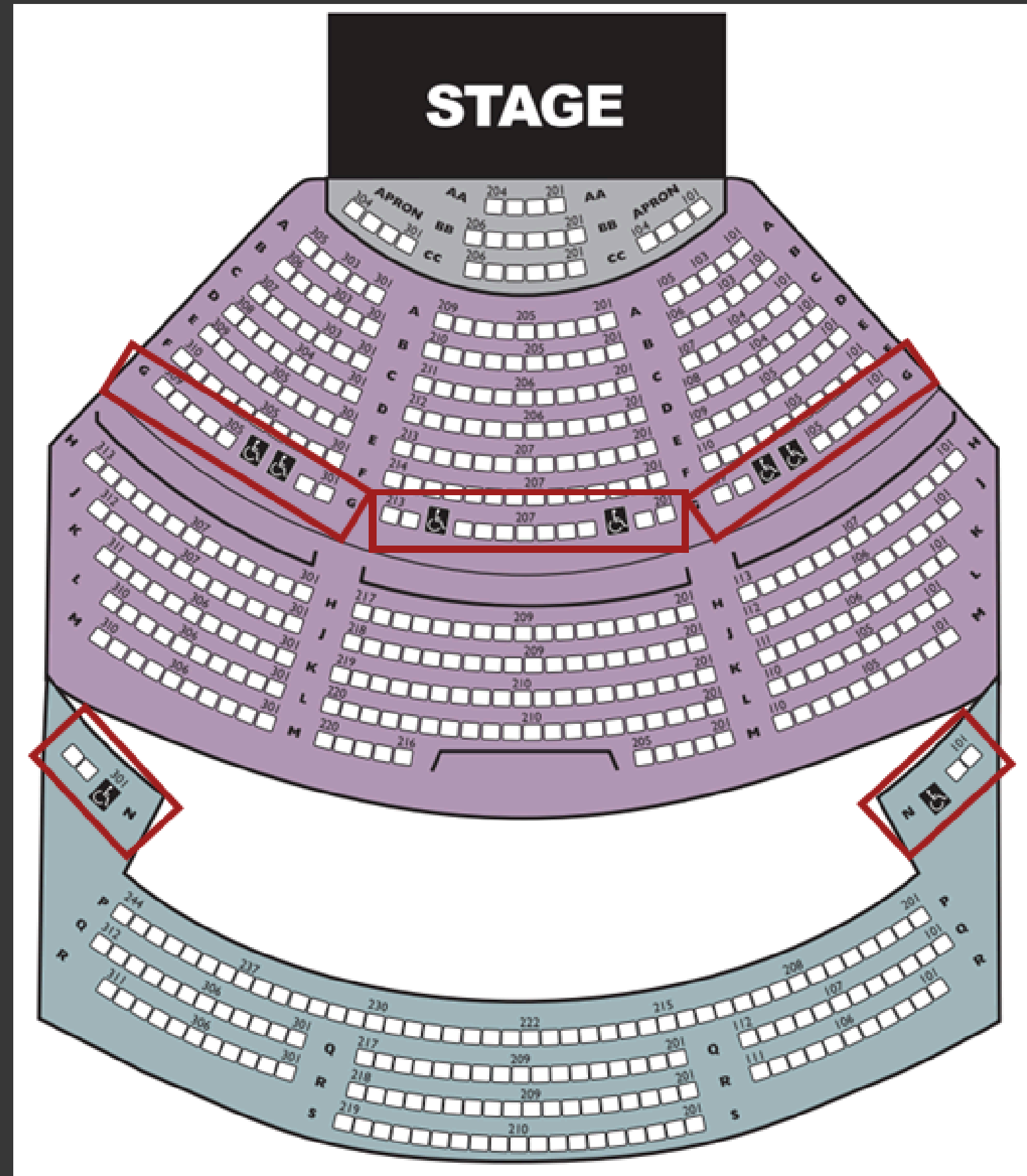
# CHOOSING A SEAT

- If you need to get up and move, there is a safe area at the back of the balcony. If you would like to relocate to the movement area, please let the nearest volunteer or staff member know and they will be happy to assist you.
- Please note, the movement areas may change depending on the performance. Please ask a staff member or Playhouse volunteer to direct you towards the appropriate zones in the theater.



# CHOOSING A SEAT

- If you need ADA seating or a wheelchair space, please refer to this map for those locations in the theater.
  - Row G in the Orchestra
  - Row N in the Balcony
- Avoid Row P in the balcony if you are someone who needs to get up and move multiples times throughout the show. It is one long row, and is hard to get in and out of.
- If you have questions about where to sit in the theater, or if you've already purchased tickets and want to change seats, the Box Office staff can assist you. Box Office phone number: (909) 477-2752





# CHOOSING A SEAT -SOME TIPS



- The row is indicated on the aisle seat of each row.
- The seat number is located on the seat itself.





# ARRIVING AT THE THEATER



## ENTERING THE THEATER

- Enter the Victoria Gardens Cultural Center at the main doors off of Arbor Court.
- When you enter the rotunda, the main doors to the Lewis Family Playhouse are to the right.
- All doors are accessible.





# ARRIVING AT THE THEATER

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## STAFF AND VOLUNTEERS

- The Lewis Family Playhouse staff wear bright blue polos with a name badge.
- The Lewis Family Playhouse volunteers wear white shirts, black vests and name badges.





# ARRIVING AT THE THEATER

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## SCANNING TICKETS FOR THE PERFORMANCE

- Lewis Family Playhouse staff will scan your tickets at the main doors upon entering the building.
- Tickets can be in-hand or virtual via email.
- Once scanned, keep your tickets handy so staff and volunteers can assist you to your seats (if needed) when the theater doors open.
- On performance days, the Lewis Family Playhouse opens approximately one hour before the start of the show. The doors to the theater open up approximately thirty minutes before the show.





# ARRIVING AT THE THEATER

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## PURCHASE TICKETS OR PICK UP TICKETS AT WILL CALL

- If you need to purchase tickets on the day of the show, or have tickets at will call, please let the Playhouse staff or volunteer at the door know, and they will escort you to the Box Office.
- There are two windows open, with staff available to assist.





# ARRIVING AT THE THEATER

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## ASKING FOR ASSISTANCE

- Lewis Family Playhouse staff and volunteers are there to help you if you need assistance.
- Lewis Family Playhouse staff can show you to your seats, give you information about the show, including duration, intermission information, content/sensory advisories, and what supports are available.





# IN THE LOBBY



## WHAT TO EXPECT

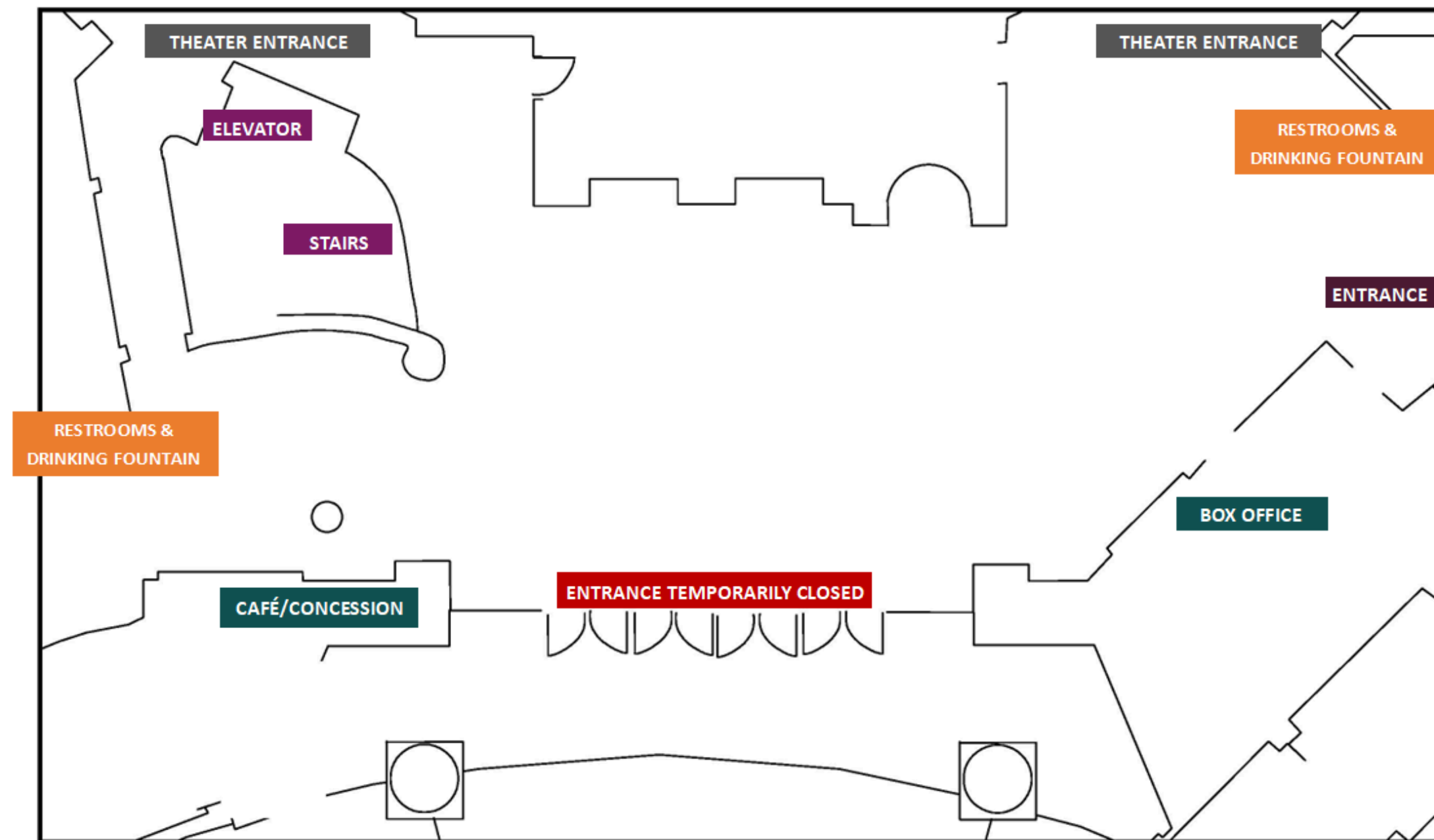
- Once you enter the lobby, there may be a lot of people in the room talking loudly. There will be soft, ambient music playing.
- There are a lot of windows in our lobby that let in a lot of light. During sunset, there is a glare in some parts of the lobby.
- There are benches placed around the lobby if you need to sit down. If all benches are occupied, you are welcome to ask a staff member or a volunteer to provide you with a chair. Assisted Listening Devices, earplugs, fidget toys, blankets, and noise reduction headphones are also available upon request.



# IN THE LOBBY



Please refer to this map to understand where important spaces are in relation to the lobby.





# IN THE LOBBY



## LOBBY NAVIGATION: BOX OFFICE

- The Box Office is located to the left of the main entrance. There is red awning, with two windows open and staff to assist you.
- During busy times, the lobby can be lively, which may make it difficult to hear our box office staff through the window. If you're having trouble hearing, please don't hesitate to let a staff member know. We're happy to assist and accommodate to ensure you receive the help you need.
- If you are in need of sensory supports (i.e. fidget spinners, ear plugs, assisted listening devices), you can ask and Playhouse staff or volunteer, including the box office staff for assistance.





# IN THE LOBBY

## RESTROOMS

- There are restrooms located on either side of the lobby.
- The water bottle refill station is located in the restroom hallway located near the lobby entrance.
- There is also a family restroom located down the hallway near the lobby elevator.
- All restrooms are accessible and have wheelchair accessible stalls.





# IN THE LOBBY

## CAFE

- The Cafe is located across the lobby from the main entrance to the Lewis Family Playhouse, next to the purple staircase.
- The Cafe serves soft drinks, water, juice, beer, wine, and various snacks such as chips, candy, pretzels, and churros. The Cafe may have a line for food and drinks.
- Food may not be eaten in the theater. Drinks are permitted in the theater as long as it has a lid on it.
- At certain performances, there may be one or two bars in the lobby that sell hard alcohol.
- You can request a straw from the Cafe staff or bartender.
- You can enjoy your food in the lobby.





# IN THE LOBBY

## ORCHESTRA LEVEL ENTRANCES

- There are two entrances to the orchestra level of the theater, located on either side of the lobby. There is a “Playhouse” sign above each entrance.
- There are signs located around the lobby to assist you with where to go.
- Lewis Family Playhouse staff and volunteers will be stationed in the lobby to assist with directions as well.





# IN THE LOBBY

## BALCONY

- The balcony can be accessed by the main purple staircase located in the lobby.
- There is an elevator located at the backside of the staircase. The balcony entrances are located on floor 2.
- There are two entrances to the balcony level of the theater, located on either side of the lobby. There is a “Playhouse” sign above each entrance.
- There are signs to assist you with where to go once you reach the top of the stairs or exit the elevator.
- Lewis Family Playhouse staff and volunteers will be stationed in the balcony to assist with directions as well.





# IN THE LOBBY

## BALCONY RESTROOM

- The balcony restrooms are located on the opposite side of the large staircase.
- There is one outside door to both the men's and women's restrooms. The outer door leads to a hallway, which is where you can find the drinking fountain and the doors to each restroom.





# IN THE LOBBY

## ADMINISTRATION OFFICES

- The administration offices are located on the balcony level, on the second story.
- The entrance to the administration offices is through the double doors on the left at the top of the stairs, or when you exit the elevator.
- Please note, the admin offices are closed to the public and access is by appointment only.





# FINDING YOUR SEATS

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## ENTERING THE THEATER

- There will be an announcement and dimming of the lobby lights to let you know it's time to enter the theater. A theater staff member or Playhouse volunteer might also make an announcement.
- If programs for the show are available, the theater volunteers will give one to you when showing you to your seat.
- Should you need help finding your seat, have your ticket available. The theater volunteers will need to reference it to show you to your seat. Our theater volunteers are there to assist you if you need it.





# FINDING YOUR SEATS

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## ENTERING THE THEATER

- Once seated, if you need a booster seat, the volunteer will get one for you (if available).
- You may have to wait in your seat a little while before the show begins.
- The theater is often cold, so we recommend bringing a jacket or a small throw with you.
- The experience of seeing a live performance may be new to you. Or this may be one of the first times you are returning to the theater in a while. It's okay to feel nervous, excited or overwhelmed. If you need to make some noise, take breaths, or move about a little bit, that is okay.



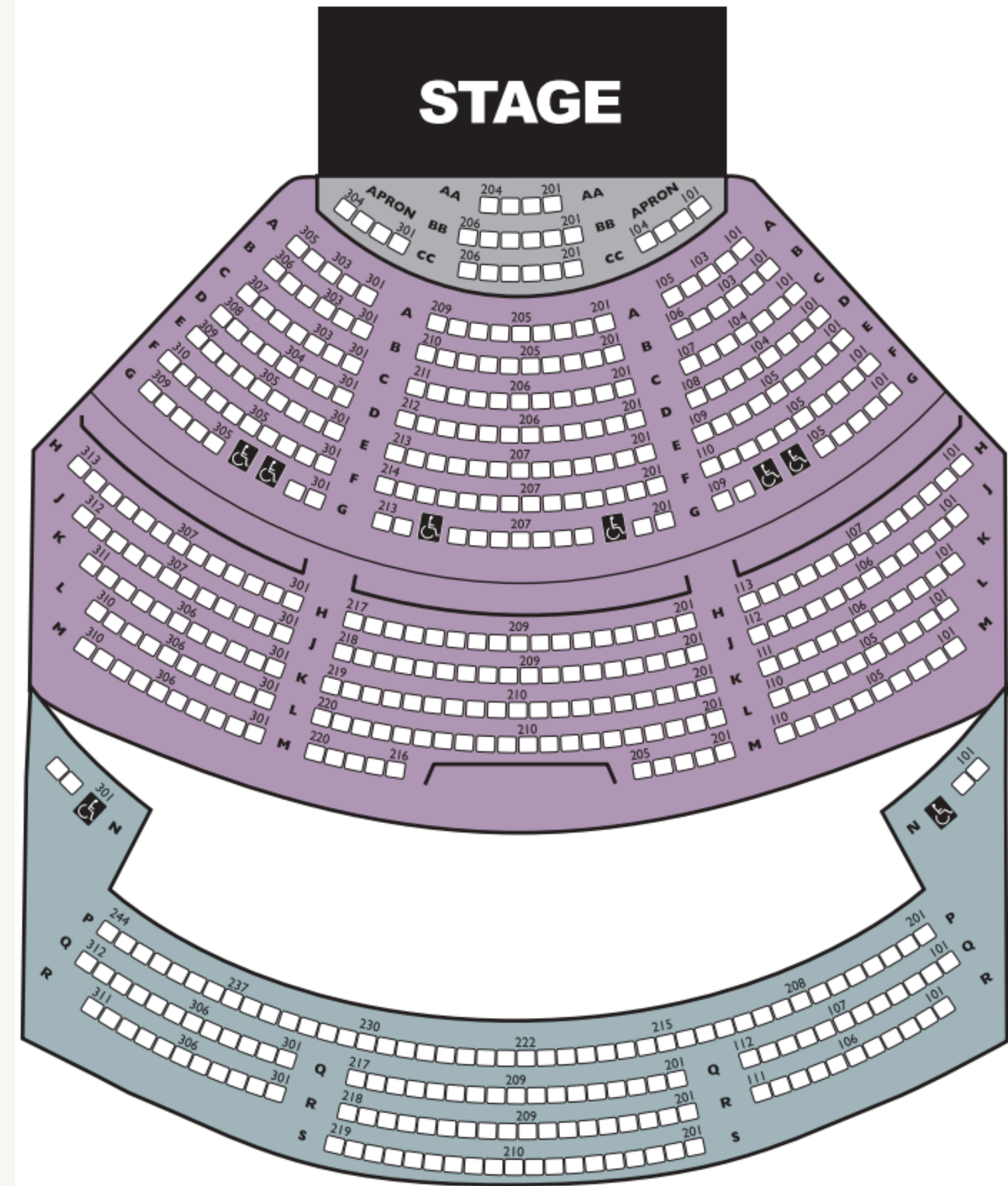




# CHOOSING A SEAT

## SOME TIPS

- If you would like to locate your seat on your own, you can find your row and seat number in the lower left corner of your ticket or along the right side in vertical text.





# DURING THE PERFORMANCE



## WHAT TO EXPECT

- Before the show, an announcement over the speakers will be made letting you know whether or not you're able to take photos during the performance. If you are allowed to take photos of the performance, please no flash photography.
- The announcement will advise you to locate your nearest exit in case of an emergency.
- The lights will dim during the performance. There will be signage at the entrances to the theater letting you know if the performance has any sensory effects (i.e. strobe, haze, etc.).
- Our Playhouse staff and theater volunteers will also be available to answer any questions you may have.





# DURING THE PERFORMANCE



## MOVEMENT / BREAK SPACES

- There may be times during the performance that you need to get up and move around or take a minute to regroup. There are a few locations in the Playhouse to do that.
  - In the theater itself
  - In the lobby
  - In Studio Rehearsal Hall (if available)
  - In Celebration Hall (if available)



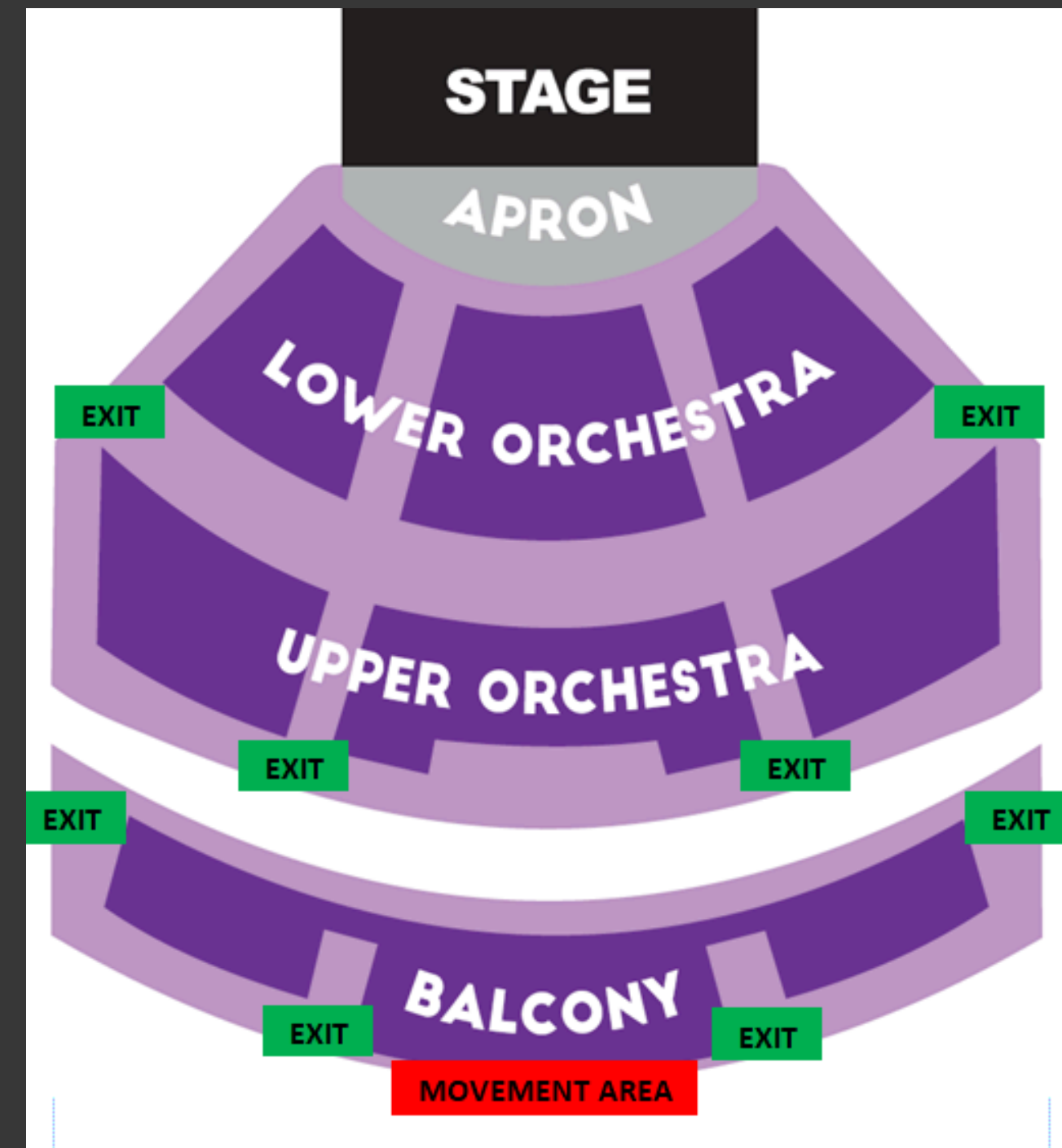


# DURING THE PERFORMANCE



## MOVEMENT / BREAK SPACES

- Please refer to this Playhouse map to find the best movement areas.





# DURING THE PERFORMANCE

## MOVEMENT / BREAK SPACES

- During the performance, the lobby is generally quiet, with some soft music playing. There are benches to sit at, and plenty of space to walk around if needed.





# DURING THE PERFORMANCE



## MOVEMENT / BREAK SPACES

- Studio Rehearsal Hall is located next to the theater. It is a darker room, that is generally quiet. This space is only available if it is not being used by the artist or as a private rental space.
- During certain performances, a live feed of the show will be available in Studio Rehearsal Hall.





# DURING THE PERFORMANCE



## MOVEMENT / BREAK SPACES

- Celebration Hall is a large banquet hall that is located next to the theater. This space is only available if it is not being used by the artist or as a private rental space.





# DURING THE PERFORMANCE

## NEED HELP

- Please note that we may not have complete show details for some touring productions. If an unexpected situation arises during the performance and you need assistance, a Playhouse volunteer or staff member will be happy to help.





# DURING THE PERFORMANCE



## CALMING EQUIPMENT AVAILABLE TO YOU

- You may feel overwhelmed at times during the performance due to sound or lighting effects. If you need sensory support, we offer fidgets, noise-canceling headphones, assisted-listening devices, and other sensory tools available upon request. Please ask a Playhouse staff member or volunteer for assistance.



# DURING THE PERFORMANCE

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## INTERMISSION

- Some performances will have an intermission in the middle of the performance. The curtain will close and the audience will clap.
- The lights in the theater will get brighter and most people will take the opportunity to visit the bathroom and maybe stop at one of the bars or concession stands for a drink or a snack.
- The intermission usually lasts 15-20 minutes.
- You will hear an announcement over the lobby speakers, and the lights will dim when it is time to go back to your seats.
- When the show resumes, the theater lights will dim and the curtain will go back up.



# AFTER THE PERFORMANCE

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## WHEN THE SHOW IS OVER

- When the show is over everyone will applaud and cheer. It may get loud.
- Then you will exit the theater. This may take a few minutes and be a little crowded because the whole audience may try to leave the theater at once. The Playhouse volunteers and staff will help to make this process go as quickly as possible.
- There's no rush to exit the theater. If you need a little extra time to let people out before you, you are welcome to do so. There may be Playhouse volunteers picking up trash and collecting left over programs (if available) while you wait.



# AFTER THE PERFORMANCE

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## WHERE TO RETURN BORROWED ITEMS

- Any fidget toys, blankets, noise reducing headphones, assisted listening devices can be returned to any Playhouse staff member or volunteer.
- If you borrowed ear plugs, you are welcome to keep those.

# AFTER THE PERFORMANCE

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## BEFORE YOU LEAVE

- You may spend some time in the lobby before leaving.
- After certain performances, there may be a Meet and Greet in the lobby with the performers. It is optional if you would like to get in line for that experience. If you would like to participate in the Meet and Greet, but need a little help finding the line, please ask a staff member or Playhouse volunteer for some assistance.
- If you are using public transportation or ride share to get home, you may wait in the lobby until it is time to go.



# DINING OPTIONS NEARBY



The Victoria Gardens Cultural Center is part of the Victoria Gardens outdoor mall. For a list of merchants and restaurants located at Victoria Gardens, please visit their website at [www.victoriagardensie.com](http://www.victoriagardensie.com).

Restaurant	Cuisine	Cost	Accessibility	How Far?
Shake Shack	American/Casual	\$\$	No stairs. Limited indoor seating area. Ample outdoor seating. Accessible seating both indoor and outdoor. Contactless ordering.	Next door to the Lewis Family Playhouse. Located near the food court.
Silverlake Ramen	Japanese	\$\$	No stairs. Ample indoor and outdoor dining. Accessible seating.	Next door to the Lewis Family Playhouse. Located near the food court.
California Pizza Kitchen	American/Casual	\$\$	No stairs. Ample indoor and outdoor dining. Accessible seating.	One minute walk. Across N. Mainstreet.
Yard House	American/Casual	\$\$\$	No stairs. Ample indoor and outdoor dining. Accessible seating.	One minute walk. Across N. Mainstreet.

# DINING OPTIONS NEARBY



Restaurant	Cuisine	Cost	Accessibility	How Far?
Panda Express	American Chinese	\$	No stairs. Ample indoor seating. Accessibility seating.	One minute walk away. Located in the food court next door to the Lewis Family Playhouse.
Alberto's Mexican Food	Mexican	\$	No stairs. Ample indoor seating. Accessibility seating.	One minute walk away. Located in the food court next door to the Lewis Family Playhouse.
Cheesecake Factory	American/Casual	\$\$	No stairs. Ample indoor and outdoor seating. Accessibility seating.	Three minute walk. On the corner of N. Mainstreet and Monticello Ave.
Brio Italian Grille	Italian	\$\$	No stairs. Ample indoor and outdoor seating. Accessibility seating.	Five minute walk. On the corner of S. Mainstreet and Monticello Ave.
Corner Bakery	American Cafe	\$\$	No stairs. Ample indoor seating. Limited outdoor seating. Accessibility seating.	Five minute walk. On the corner of S. Mainstreet and Monticello Ave.





**WE HOPE YOU HAD A GREAT EXPERIENCE AT THE  
LEWIS FAMILY PLAYHOUSE AND WILL JOIN US FOR  
ANOTHER PERFORMANCE IN THE FUTURE.**

We work hard to keep this Access Guide up to date, but with the nature of live theatre, we may occasionally miss something. If you have any suggestions that could help us improve your experience, we'd love to hear from you.  
You can reach us at 909-774-3737.