**How to use our Sennheiser Hearing Loop**

Welcome to the Marlowe Theatre. Our Sennheiser medallions provide a Hearing Loop service that amplifies the sound onstage in our Main House and Studio. Our house microphones will pick up the audio at every show and for selected performances the actors will be wearing personal microphones so you can hear everything as if you were on the front row.

When you arrive at our Box Office, we will switch on your hearing loop and a member of Box Office staff will explain how it works.

**Instructions**

Our hearing loop medallions can be worn around your neck\* and can be used with or without hearing aids.

If you wear a hearing aid, a loop will be provided which plugs into the device and can be worn around your neck. It contains a copper cable which creates a personal induction loop that you can connect to using the telecoil “T” or “loop” setting on your hearing aid(s).

* To turn the device on and off press the grey power button on top.
* To control the volume, use the dial on the front of the device.
* To change channel, use the up and down buttons in the middle of the device. The Box Office will set your device to the correct channel to begin with (2 for our Main House, 3 for our Studio), but you may need to change it back if the central button gets pressed by accident.

**There are 3 channels:**

* Channel 1 is for customers using our Sennheiser system for audio description at an audio described performance.
* Channel 2 plays the show relay for our Main House, amplifying the audio onstage.
* Channel 3 plays the show relay for our Studio.

Please note that the device may turn itself off if nothing is played through it for at least 15 minutes, this means that it may turn off during the interval or before the show if you arrive early. If this happens, please use the button at the top to turn the device back on.

If you need assistance at any point, please come back to the Box Office and we will be happy to help.

When the performance has finished, please return the device to our Box Office counter or hand it to one of our ushers.

\*Please note that following the guidance from IHLMA (International Hearing Loop Manufacturers Association), people with cardiac pacemakers should use induction ear hangers instead of a neck loop when using our hearing loop.

Whilst there isn’t any evidence of instances of pacemaker malfunction due to neck loops, this is a precautionary approach recommended by pacemaker manufacturers and clinicians. The ear hangers work in the same way as the neck loop, but the magnetic field is located just around the hearing aid.

**What if a customer does not have a T-Loop function on their hearing aid?**

There are some hearing aids that are provided by audiologists that don’t have a T-Loop function included. This means that we, and any other large entertainment establishment cannot connect your hearing aid to the loop system.

We recommend visiting your audiologist and asking for a hearing aid with the T-Loop function included so you can connect to our loop medallions at future performances.

For this performance, we can offer you one of our Sennheiser’s where you can listen through the overhead earphones.