

## Access

We are committed to enabling as many people as possible to enjoy performances at King George's Hall. We encourage patrons to mention any access requirements they have when booking so that we can best meet them during your visit.

We are currently making important changes to our access ticketing policy. By December 2020 we will have launched an Access Register to help us help you when attending events. It will enable you to tell us about your needs in advance and book tickets on line if you choose to. We look forward to updating you with more information about this soon.

If you or any of you party has a condition which would benefit from a visit prior to the performance you are attending, we will do our best to accommodate such requests.

### ACCESSING AND MOVING AROUND OUR BUILDINGS

Each of our foyers are fully accessible with lowered box office counters. All BwD Venues have level access into the buildings and lift access to each auditoria as appropriate and all stairs are designed to ensure handrails and steps are as supportive and identifiable as possible for visitors who may need assistance using them.

### ASSISTANCE

Anyone who would not be able to attend an event without the assistance of a personal assistant or essential companion will be provided with an additional Personal Assistant ticket free of charge. Please do not be offended if you are asked to provide some documentary evidence such as your DWP DLA certificate or other supporting documentation. Please ask about Personal Assistant tickets when booking in person or over the phone. Personal Assistant tickets cannot currently be booked online.

### BOOKING WHEELCHAIR SPACES

We aim to offer the highest level of customer service to our customers with access needs; if you are looking to book a wheelchair seat, please call us on 01254 582579 so that we can discuss your individual needs. Wheelchair and carer seats cannot currently be booked online.

The number of wheelchair spaces available within our venues is decided by the fire service based on evacuation procedures. The current capacity is:

Windsor Suite, King George's Hall – up to 6 wheelchair users



Please note that if you haven't informed the box office that a member of your party requires a wheelchair space in advance then we may not be able to accommodate you.

At King George's Hall standing concerts we can provide a raised platform for patrons who pre-book. It is usually situated to the rear of the auditorium. Please let us know if you are attending with a personal assistant and we will try and position a chair next to yours.

### **BROCHURE**

At present we are unable to supply Brochures in large print, braille or audio format, but please contact the Box Office on 01254 582579 and we will assist you with your enquiry.

### **DEAF AND HEARING IMPAIRED VISITOR FACILITIES**

The Windsor Suite, King George's Hall have a loop system. Please switch your hearing aid to the T position.

### **FIRE AND EMERGENCY**

In the event of an emergency, lifts will not be available for those with restricted mobility. Patrons would be assisted to refuge stations and staff are trained users of evacuation chairs to assist with escape.

### **FIRST AID**

If you require assistance at any time during your visit, please contact any member of venue staff.

### **GUIDE DOGS**

Guide and hearing dogs are welcome and water can be provided. If you wish to take your dog into the auditorium, please let Box Office know when booking so that suitable seats can be allocated for you.

### **PARKING**

There are a number of disabled badge holders' parking spaces to the right of King George's Hall on Northgate (BB2 1AA). Additionally there is accessible car parking facilities on the ground floor of the public car park on Feilden St (BB2 1HL). Please be aware that this is not free parking for Blue Badge holders. Assistance may be needed for some users of the car park as the route from Feilden Street is on an incline.

Most of the area's street parking is free after 6pm.



### **PRAYER FACILITIES**

If you would like prayer facilities please contact the Box Office prior to your visit. We do not have a dedicated room but we can make one available for you to use.

### **STROBE OR SIMILAR EFFECTS**

Strobe Lighting or similar effects may be used during performances. Warnings will be placed on our website and around the buildings as required but if Patrons have concerns about what effects may be used please ask a member staff.

### **TOILET & CHANGING FACILITIES**

Toilet facilities are available in the Windsor Suite but not at reception. Please be aware that if you arrive before the auditorium doors are open, there are no toilet facilities available.

Accessible toilet facilities and baby changing facilities are available in the Windsor Suite and are signposted in the building.

