



General Access Information

Wheelchair users and those with access requirements

Please let us know at the point of booking if you use a wheelchair or have access requirements, as we may need to make special arrangements to accommodate you.

Each venue has a maximum number of wheelchair users as set out in its risk assessment of emergency evacuation. On some occasions, it may be possible to increase this number by putting in place additional safety measures, but this would need to be planned for in advance.

Please also let us know if you use a large wheelchair - if you know the measurements this is very useful.

Transfers

- Those customers who use a wheelchair but who prefer to sit in a standard theatre seat may choose to transfer and store their wheelchair with staff in an agreed place.
- In the interest of the safety of the person transferring, and the audience as a whole, customers should be able to walk well enough without assistance to evacuate themselves from the venue. Transfers should only be made into seats in the front row where evacuation will be safest.
- In the event of an evacuation, the stewards and access assistant would bring the wheelchair to the seat following the main flow of the evacuation and help the customer to safety.

Visually impaired customers

- Printed materials are available in large print format from the Marketing Department on 01273 260825

- Should you wish to have the venue or directions to the venue described please contact our Visitor Services team who will be happy to provide you with information.

Assistance Dogs

We welcome all assistance dogs to our venues and can make water available. They are welcome to stay with you during the performance or a member of our Front of house team will happily look after them.

Standing Events

Wheelchair Users Attending Standing Events

Where possible, our venues have designated viewing platforms. Where this is not the case we can arrange a sectioned off area near the front of the auditorium so that you have the best chance of seeing the stage. Please contact our Visitor Services Team to arrange this.

Seating at Standing Events

- For the majority of standing events it is not safe or practical to allow seats in the standing areas. Exceptions may be made at certain events and under certain circumstances.
- Each event would be assessed for suitability and every effort made to assist disabled customers. Please contact the Visitor Services team to arrange this.

Hearing Impaired Customers

- Where possible, our venues have Senheiser amplification systems and/or T-Loops. Please check the venue-specific information or call the visitor services team for more information.
- Many of our shows are BSL interpreted or captioned. Please see www.brightondome.org / www.brightonfestival.org for more information

Strobe lighting, light effects and smoke machines

Strobe lighting, lighting that produces stroboscopic effects, smoke machines and other theatrical effects may be used during shows in our venues. If you have concerns about any of these elements being in a performance that you are coming to see please contact Visitor Services on 01273 261541/525 (Monday - Saturday 10am - 6pm) who will be able to confirm what effects will be in use. Please note that this may not be instantaneous as we may need to contact the promoter to get more information.

Contact Information

Telephone:

Box office: 01273 709709

Access / Visitor Services Team: 01273 261541 / 261525

Email

Tickets: tickets@brightonfestival.org

General: info@brightonfestival.org

Access / Visitor Services Team: access@brightonfestival.org

Website: www.brightonfestival.org

www.brightondome.org

Twitter: <https://twitter.com/brightfest/>

<https://twitter.com/brightdome/>

Facebook: <https://www.facebook.com/brightonfestival>

<https://www.facebook.com/brightondome>