

## **Disabled access**

We want to provide great service to all our customers.

This includes visitors with access or mobility problems.

We run an Access Group to discuss access issues and make sure our facilities are fully accessible to everyone.

## ***Access guide***

The following guide is for disabled people.

The guide is also available in alternative formats, for example, Braille, large print and audio tape.

Call our accessibility line on 028 9033 4408 for more information.

## ***Event information***

Waterfront, our events guide, is published three times a year and is available from our box office.

It is also available in:

- Braille
- large print
- audio tape.

To request an alternative format, call our box office on 028 9033 4455 or text phone 028 9033 4422.

If you require additional information, call our accessibility line on 028 9033 4460.

## ***Car parking***

There are two car parks near Belfast Waterfront.

The multi-storey Lanyon Place car park is located 100 metres from the venue.

The car park at the Belfast Hilton Hotel is also multi-storey and is next door to our building.

It contains accessible parking spaces on the ground floor level.

These can be reserved at our box office on a first-come, first-served basis when booking your tickets.

Both car parks contain additional wide bays on all levels.

### **Drop-off point**

The area directly outside Belfast Waterfront is available as a drop-off and collection point during main events.

It is staffed around one hour before a performance begins.

### **Wheelchair hire**

We have a limited number of wheelchairs available for customer use.

Call us on 028 9033 4460 to arrange for an electric scooter to assist you during your visit.

### ***Internal access***

Belfast Waterfront is built over three floors - the concourse (ground floor) and levels one and two.

### **Concourse**

This area houses:

- Waterfront Box Office
- shop
- cloakroom
- arc brasserie
- access to Main Auditorium via doors 1 and 2 and Studio
- access to Studio via separate door.

## **Level one**

This contains:

- gallery 1
- bar 1
- access to Main Auditorium via doors 3 and 4
- access to Studio via separate door.

## **Level two**

This contains:

- main gallery space
- bar 2
- access to Main Auditorium via doors 5, 6, 7 and 8.

## **Lifts**

Three lifts provide access to all levels of Belfast Waterfront.

Each lift has lowered control positions and speech indication and all contain signs in Braille.

Each lift can fit one wheelchair user and one person.

We also have two inclined stair lifts on the concourse and level one which provide access to our back-of-house areas.

## **Floors**

All our public walkways are carpeted or finished in marble.

There are also tactile floor coverings leading to our staircase landings.

## **Main Auditorium**

The Main Auditorium has three levels.

They are:

- arena
- lower terrace
- upper terrace.

We have 22 places reserved for wheelchair users and their companions.

These are located in block A and face the stage.

They are accessed via a ramp from the main concourse area through door 1.

We also have a wheelchair area in the lower terrace at the rear of blocks E and G.

It is accessed via the front-of-house lifts in gallery 1.

## **Studio**

The Studio has up to ten spaces for wheelchair users.

It is accessed via the studio lift.

Those with walking difficulties should buy tickets for rows A, B, C or D on the ground level or rows M, V or W on the balcony level.

## ***Other facilities***

### **arc brasserie**

arc brasserie is fully accessible to customers with disabilities.

It is accessed via the lift in the main concourse area.

Menus are available in large print and Braille.

### **Bar facilities**

Belfast Waterfront has two bars, which are accessed by lift from the main concourse area.

All our bars have lowered counter areas for wheelchair users.

Mobile bars are also available throughout the front of house areas.

## **Gift shop**

Our gift shop is accessed via the main concourse.

## **Exhibition spaces**

We have three exhibition spaces which are used to display visual arts.

These are located in:

- wall space on gallery 2 (accessed via the concourse lifts)
- floor space on concourse level
- area in front of the Studio.

All our exhibition spaces are accessible to those with disabilities.

## **Toilets**

We have five accessible unisex toilets.

All our toilets have emergency call systems.

Each main toilet block contains one cubicle which has been upgraded to ambulant disabled standard.

## **Cloakroom**

The main cloakroom is located on the concourse level.

It has a lowered counter and contains a loop system.

## **Telephones**

We have ten public telephones throughout the venue.

A lowered pay phone is available on the concourse, next to the cloakroom.

## ***Facilities for those with hearing difficulties***

We offer a range of facilities for those with hearing difficulties.

These include:

- infra-red assisted hearing facilities in Main Auditorium and Studio (headsets are available from the cloakroom)
- access for hearing dogs
- special signed performances (details are available in our Waterfront events guide)
- use of audible and visible alarms during emergencies
- payphones fitted with an inductive coupler.

## ***Facilities for those with vision impairments***

We offer a range of facilities for those with vision impairments.

These include:

- hand rail extensions
- access for guide dogs
- voice indication in all front-of-house lifts
- contrasting floor textures
- Braille signs
- audio-described performances (details are available in our Waterfront events guide)
- Waterfront events guide is available free of charge on audio tape, CD or Braille.

If you need a guide during your visit, call our accessibility line on 028 9033 4406.

Belfast Waterfront is supported by the Blind Centre for Northern Ireland.

## ***Your feedback***

We are always trying to improve the service we provide.

However, we need your feedback to help us meet everyone's needs.

If you would like to make a suggestion about our services, you can contact us by:

- calling us on 028 9033 4460
- emailing [owensjudith@waterfront.co.uk](mailto:owensjudith@waterfront.co.uk)
- text phone on 028 9033 4422.