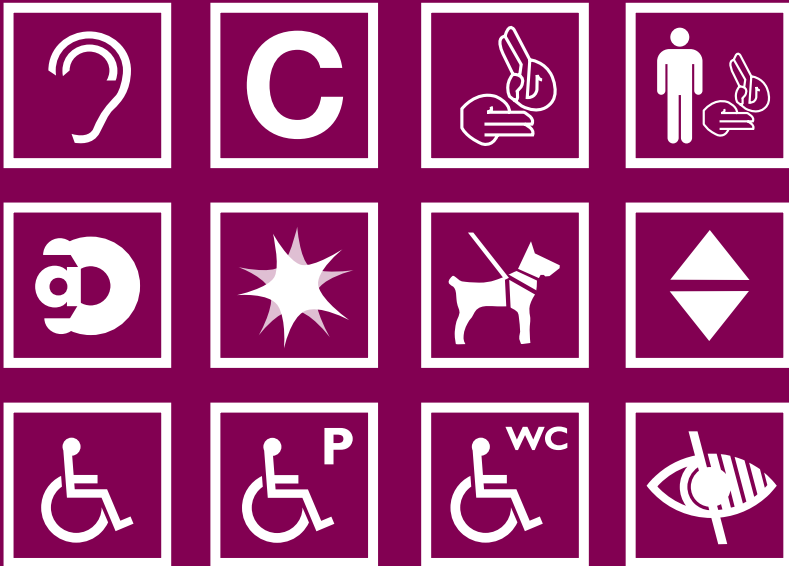




Access Guide





Welcome

The Belgrade Theatre is committed to being accessible and welcoming to all. We aim to make your visit as easy and enjoyable as possible.

This Access Guide can be downloaded from www.belgrade.co.uk. If you'd like to receive this guide in either Audio, Large Print or Braille formats please email access@belgrade.co.uk.

Audio, Large Print or Braille versions of the Belgrade Theatre's Season Brochure are available from Box Office upon request.

Tickets

Booking Tickets:

To ensure the best choice of seats, we advise you to book in advance. Please mention when booking if you require an aisle seat, have other specific seating or any other requirements.

Tickets can be booked in person from the Box Office in the foyer, by phone **024 7655 3055**, online at www.belgrade.co.uk, or via email boxoffice@belgrade.co.uk. Our Box Office staff are experienced at receiving Type Talk phone call bookings and enquiries.

Box Office Opening Hours:

Monday – Saturday

10am until 15 minutes after the last show has started

Or 6.30pm when there is no evening performance.

For late night shows this may vary.

Concessions:

We offer £2 off all tickets for disabled patrons. This discount is also available for one companion at the same price. Proof of status is required when booking or collecting tickets.

Facilities and Auditoria

Auditoria Accessibility:

Please note that due to the rake of both Main Stage and B2, steps do have to be negotiated for most seats. If you have limited mobility please inform Box Office when booking and we will situate you in the most accessible part of our auditoria available. Specifically, steps must be negotiated in all aisles of the Main Stage stalls and to access the Main Stage side boxes. Steep steps must be negotiated for all seats in the Main Stage circle and grab poles are in place to aid patrons taking to their seats.



Accessible Facilities:



Apart from our Restaurant, all the Belgrade's facilities are located at ground floor level. This includes our Café Bar, the B2 Bottle Bar, one accessible toilet, foyer seating, Box Office and lift access.

Our Restaurant is located above the Café Bar on the first floor and is accessible via two lifts. Other first floor facilities include the Burbidge Bar and additional foyer seating and tables.

The Belgrade Theatre provides easy access to all public areas for people with limited mobility via ramps, lifts and wall switch operated doors. Lifts are located next to both our Main Stage and B2 auditoria and provide access to all three floors of the Belgrade foyer.



Accessible Toilets:

Accessible toilets can be found at the B2 end of the Belgrade's foyer on the ground and first floors. The Belgrade Theatre is a member of the RADAR scheme. If you do not possess a RADAR key and need to access the toilets during the day, one is available from Box Office. The toilets are not locked during evening performances.



On-site Wheelchair:

The Belgrade Theatre has a wheelchair on-site for use by patrons with limited mobility. To use the wheelchair please speak to either a member of our Box Office team or front of house staff upon your arrival at the theatre.



Hearing and Guide Dogs:

Hearing and Guide dogs are most welcome and can be taken into the auditorium. Please mention this when booking and you will be offered an

aisle seat or dog space and told about any special effects we are aware of that might affect your dog's comfort.



Main Stage Wheelchair Seating:

Wheelchair spaces are available in Box E, which is situated at the back of the stalls. Box E can accommodate anything from six wheelchair users to three wheelchair users and three companions. Alternatively three wheelchair spaces are available at the side rear of the stalls. Unfortunately, we are not able to provide seating for companions directly adjacent to these wheelchair spaces. Please see the Main Stage seating plan on page six for the exact location of wheelchair spaces.



B2 Wheelchair Seating:

Wheelchair spaces are available in the stalls and on both balconies in B2. Because the seating configuration of B2 is flexible, the exact location of these varies. We can always guarantee a minimum of four wheelchair spaces per performance in B2, two in the stalls and one on either balcony. Depending upon the seating configuration, if advance notice is given when booking that additional wheelchair spaces are required, we may be able to accommodate your needs.

Accessible Performances

For a complete guide on which shows offer accessible performances please see the Belgrade Theatre season brochure.



Audio-Described Performances:

Most productions are audio-described, usually at a matinee performance. Audio description is a live commentary, by trained describers, interspersed with the actors' dialogue. Description is relayed via a discreet headset linked to the infrared audio system.

When booking for an audio-described performance, please let us know if you require a headset(s) and we will seat you in the best possible location within the auditoria to receive the infrared signal.

Headsets can be collected before the performance from Box Office. A £5 refundable deposit is required per headset. An instruction sheet of how to use the headset will be provided upon collection. Please see the Main Stage seating plan on page six for a guide to where the audio-description infrared signal can be received. All seats in B2 can receive this signal. There must be a direct line of sight between the headset and the infrared output in order for the system to work.



Sign Language Interpreted Performances (SLIP):

SLIP performances are offered for some productions. Please notify Box Office when booking and we will ensure you are seated in the best seats available to ensure a good view of the signer and the stage.



Captioned Performances:

The Belgrade Theatre offers captioned performances for some productions. Captioning is a way of converting the spoken word and sound effects into visible text that provides people with hearing loss access to live performances. Captions are delivered via a display unit on or near the stage. Unfortunately we cannot offer both captioned and sign language interpreted performances for the same production, except for our annual pantomime.



Hearing Enhancement and Headsets:

An infrared hearing system is installed in both auditoria. Two types of hearing enhancement are available; headsets for people who don't use hearing aids, or neck loops for use with hearing aids set to the 'T' position. Receivers and headsets are available at Box Office and may be reserved at the time of booking.



Integrated Signed Performances:

We are only able to offer Integrated Signed Performances for the Belgrade Theatre's annual pantomime. This is where the signers join the performers on stage, integrating with the action.

Touch Tours:

Touch Tours are offered for select performances of the Belgrade Theatre's annual pantomime. Touch Tours allow visually impaired people to visit the set, feel the props and interact with the cast prior to a performance in order to enhance their experience. Touch Tours are free and last about 45 minutes but must be booked for in advance. Please notify Box Office when booking your tickets.



Strobe Free Performances:

Strobe lighting, smoke effects and loud sound effects are sometimes used in productions. In most cases we will not be able to provide this information in advance; however details will be available from Box Office during the week(s) of performance and any appropriate warnings will be displayed at the entrances to our auditoria. We are only able to guarantee performances free of strobe lighting for the Belgrade Theatre's annual pantomime.

Getting to the Belgrade



Drop-Off Point:

The Belgrade Theatre has a drop-off point for people with limited mobility. Vehicles are able to access the drop-off point via Upper Well Street at the top of Belgrade Square, outside of Bella Italia – the point is marked by stainless steel bollards.

The drop-off point is about 20m/66ft from the B2 entrance and has a dropped kerb and a ramp that gives patrons easy access to the theatre entrance. No parking is permitted at the drop-off point.



Belgrade Plaza Car Park:

Belgrade Plaza Car Park is open twenty four hours, seven-days-a-week and holds the Secure Park Mark award. It offers disabled car parking spaces (standard tariff applies) on Level 1 that provide level access to the theatre.

To get to the car park follow signs to Coventry City Centre. We're signposted off the Ringroad after Junction 9, as is the Belgrade Plaza Car Park and Belgrade Plaza. If you're using a Sat Nav enter the postcode CV1 4AJ.

Buses:

Most city centre buses stop right outside the theatre and the central bus station is 0.2 miles away. For bus enquiries call the Centro Hotline on 024 7655 9559 or visit www.centro.org.uk.

Rail:

Coventry station is just 1 mile from the Belgrade Theatre. For train enquiries call 08457 484 950 or visit www.nationalrail.co.uk.

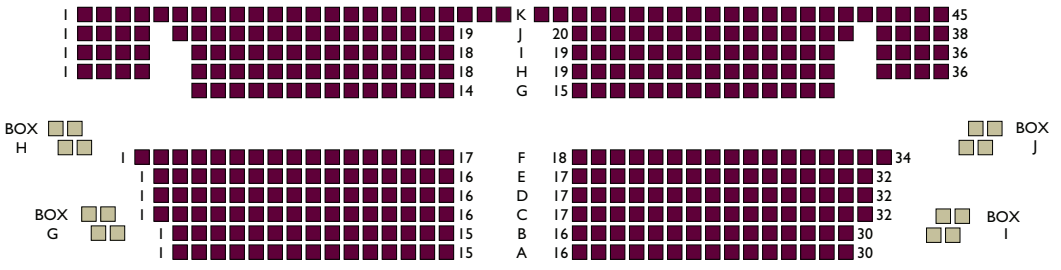


Arriving at the Belgrade Theatre:

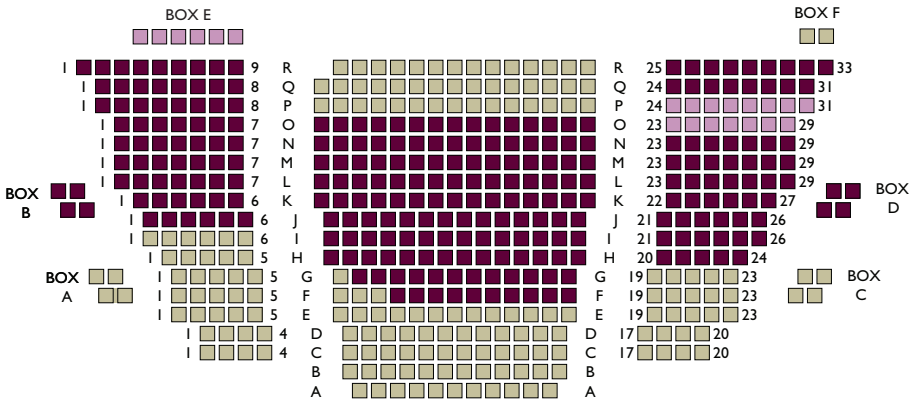


All entrances have wide, glass automatic sliding doors. The floor throughout the ground and first floor foyer is carpeted, with hard surfaces marking the transition to our bars, café, restaurant and lifts. All steps are edged to give them greater grip and definition. All public areas of the Belgrade can be accessed by disabled patrons via ramps and lifts.

Main Stage Seating Plan



CIRCLE



STALLS

STAGE



Supported by
The National Lottery[®]
 through the Heritage Lottery Fund

