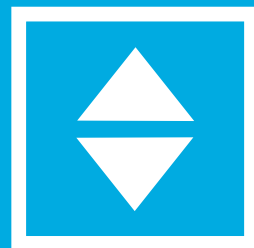
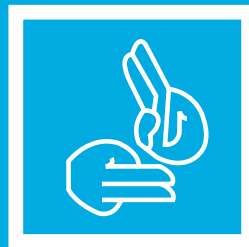


Access Guide





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 would like to receive this guide in Large Print format please email access@belgrade.co.uk.

Large Print versions of the Belgrade Theatre's season brochure are available from Box Office upon request.

Tickets

Booking Tickets

We advise booking in advance to ensure the best choice of seats. Please mention any specific seating or other requirements when making your booking.

Box Office Opening Hours

Monday: 10am-4pm, **Tuesday-Saturday:** 10-30am-5.30pm **OR** until 15 minutes after the last show has started. Closing time may vary for late-night shows.

Concessions

Patrons booking a wheelchair space are entitled to one free companion ticket – no proof of disability status is required. We also offer one free ticket for the companion of a customer who is unable to attend an event unaccompanied due to a disability but is not a wheelchair user. Disabled patrons are offered either up to £2 off, or a free companion ticket if required. The disabled patron will be asked to produce one of the following as validation of status, either upon booking or when collecting the tickets:

- A letter confirming receipt of Disability Living Allowance.
- A Local Authority Mobility Card/Pass.
- A Disabled Person's Railcard.
- Local Authority Registration Cards for Visual Impairments or certificate.
- Doctor's note (valid for 6 months)

In order to improve our service to you, we have now introduced an Access Register, which we encourage all patrons with access needs to complete.

From Autumn 2019, the register will enable patrons to book wheelchair spaces online and to order tickets to be posted out without the need to show proof of status for each booking. Validation of disability status, as detailed in the register, will be required for non-wheelchair patrons requiring a companion ticket.

The Access Register Application Form is available to download from our website or to pick up from Box Office.

BOOK NOW 024 7655 3055 www.belgrade.co.uk (no booking fees)

Getting to the Belgrade



Drop-Off Point

Patrons with limited mobility who are arriving by car can gain access to a drop-off point via Upper Well Street at the top of Belgrade Square, outside 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 will give patrons easy access to the theatre entrance. Parking is not permitted in this area.



Nearby Car Parks

NCP Belgrade Plaza is just off junction 9 of the ring road and a minute's walk from the theatre. It's open 24 hours, 7 days a week, has 36 disabled parking bays and bikes park for free. This car park gets very busy, so please leave plenty of time for parking.

Skydome Multi-Storey can be found just off junction 7 of the ring road. It is a few minutes' walk from the theatre and has 21 disabled parking bays for Blue Badge holders.

Moat Street is situated directly below Junction 7 itself and has free parking for Blue Badge holders.

Other public car parking is available in the city and details of other car parks can be found at www.visitcoventry.com. Please note that traffic wardens patrol the streets around the Theatre until at least 11pm.

Buses

Most city centre buses also stop right by the Belgrade, and Pool Meadow Bus Station is 0.2 miles away. For bus enquiries call Network West Midlands on 0345 303 6760 or visit www.networkwestmidlands.com

Rail

Coventry station is just 1 mile from the Belgrade Theatre. For train enquiries call 03457 484950 or visit www.nationalrail.co.uk.



Arriving at the Belgrade Theatre



All entrances to the theatre have wide, automatic sliding glass doors. The floor throughout the ground and first floor foyer is carpeted, with hard surfaces marking the transition to our bars, the Belgrade Café and the lifts in the building. All public areas of the Belgrade can be accessed by disabled patrons via ramps and lifts.

Facilities and Auditoria

Auditoria Accessibility

Our performances take place on either the Main Stage, or our B2 Auditorium. The Main Stage is our larger performance space, and seats up to 858 people.

Row P seats 24 to 31 can be accessed without using steps, but some of our seats involve stairs to get to them. All of our boxes have steps except for Box E and F, which are available for wheelchair users. We also have wheelchair transferable seats in Box E and F, as well as one in row P.

There are approximately nine steps from the back of the auditorium row R to row J. Although the circle is accessible via lift, it is very steep, so we would recommend booking a seat on the ground floor if you have access needs.

B2 is our smaller performance space, seating up to 245 people. Row F on the ground floor, and all of Row A and C on the first floor, which is accessible by lift, have no steps leading to them, and so you can transfer from a wheelchair to these seats. There are also two designated wheelchair spaces available on the ground floor.

If you have access needs and you are unsure of where to sit when you visit, it's best to call our box office team so that they can advise you.



Accessible Facilities

All of the Belgrade's facilities are located at ground floor level. This includes the Belgrade Café, our ground floor bar, one accessible toilet, foyer seating, Box Office and lift access.



Our first floor is accessible via two lifts and includes an additional accessible toilet and seating.

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 ground floor toilet is not locked during evening performances.



On-site Wheelchair

The Belgrade Theatre has a wheelchair on-site for use by patrons with limited mobility. If you wish to have temporary use of the wheelchair please speak to a member of our Box Office team in advance. A member of staff will then be in touch to confirm availability and further details.



Hearing and Guide Dogs

Please ask about Hearing and Guide Dog spaces when booking. Guide Dogs are able to join patrons booked into boxes with prior notice. We are also happy to look after Guide Dogs in the foyer during the performance.



Main Stage Wheelchair Seating

Wheelchair spaces are available in Box E and F, which are situated at the back of the stalls. These boxes can accommodate anything from six wheelchair users to three wheelchair users and three companions. 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

Many of our productions are audio described. 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 and we will seat you in the best possible locations within the auditoria to receive the infrared signal. Headsets for the description are available from the merchandise counter and may be reserved at Box Office at the time of booking (a £5 refundable deposit is required per headset and an instruction sheet of how to use the headset will be provided upon collection).

Sign Language Interpreted Performances (SLIP)

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

Integrated Signed Performances

These are performances where Sign Language Interpreters are a part of the performance and are sometimes offered for selected shows, although less regularly than our sign language interpreted performances.

Captioned Performances

The Belgrade Theatre offers captioned performances for some productions. Captions convert the spoken word into visible text and are produced by a display unit installed on or near the stage and are delivered by an accredited captioner. These performances are particularly useful for people with hearing loss. Unfortunately we cannot offer both captioned and sign language interpreted performances for the same production, except for our annual pantomime.

Relaxed Performances

Relaxed performances are adapted to be accommodating to those with Autistic Spectrum Conditions, individuals with sensory and communication disorders, those with learning disabilities and anyone who would benefit from a more relaxed environment. There are sometimes small changes to the show, auditoria doors are kept open and the lights do not go down fully. There is also sometimes an explanation of what to expect from the show at the beginning and you are free to come and go as you wish. We have a relaxed performance of our annual pantomime, as well as certain touring shows.

Touch Tours

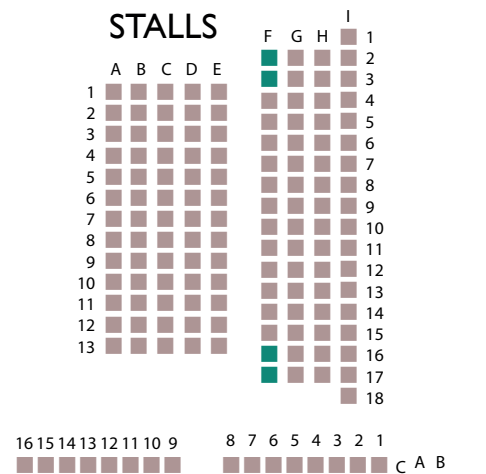
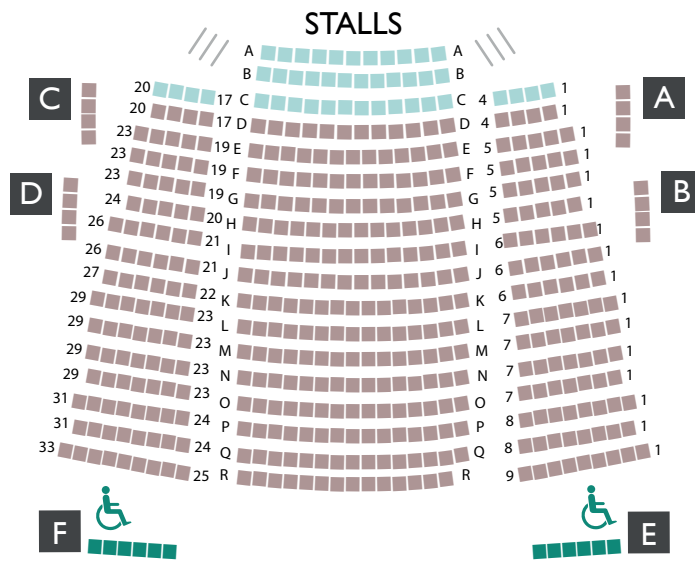
A Touch Tour is offered for a performance of the Belgrade Theatre's annual pantomime. Touch Tours allow visually impaired people to visit the set, feel the props and interact with the cast prior to a performance in order to enhance their experience. Touch Tours are free and last about 45 minutes but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

The Difference Engine

Some of our shows utilise the Difference Engine, Talking Birds' discreet new tool for making events and performances accessible to partially-sighted, D/deaf or hard of hearing audience members by delivering captioning or audio description direct to an app on their mobile device.

Main Stage Seating Plan

B2 Seating Plan



Key

- Seats with audio description
- Seats with no audio description
- ♿ Seats available to wheelchair users and patrons with physical disabilities.



Supported using public funding by
ARTS COUNCIL ENGLAND



Belgrade Theatre, Belgrade Square, Coventry CV1 1GS
The Belgrade Theatre is a Registered Charity, No. 219163