THE BRISTOL HIPPODROME

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Dear Friends of The Bristol Hippodrome

Here at the Bristol Hippodrome we run a FREE service known as Access For All which is designed specifically for people with access requirements who wish to book for shows.

We have a direct telephone number into our department so that you can speak to either myself or one of my colleagues offering a more personal approach and a chance to discuss any requirements you may have. We’re based in the theatre itself so can give you the best possible advice relating to your requirements. There is also a delayed payment scheme, whereby you may reserve your tickets and then confirm and pay for them at an agreed payment date before the show.

You are also welcome to join our mailing list ensuring that you will always receive the new forthcoming attractions brochure as soon as it comes out, as well as our access newsletter which would be sent to you a few times a year.

Please just drop me an email with your full postal address and I will add you to the database.

Suggestions, advice and new ideas are always gratefully received as your help can only improve the service we provide.

We look forward to speaking to you soon

Trish Hodson
Group Sales Manager and Access Officer

Telephone: 0117 3023222 - voice or minicom
(Monday to Friday, 10am to 6pm)
Fax: 0117 9251661
email: trishhodson@theambassadors.com
The aim of this access statement is to accurately describe the facilities and services that we offer to all our patrons. It is not intended to be an opinion on the suitability of our venue for those with access needs.

Introduction

The Bristol Hippodrome theatre was built in 1912 and plays host to musicals, operas, comedians, dance and children’s shows and seats almost two thousand people over three floors.

The theatre is situated in an area of Bristol called the Centre, close to the Harbourside. The approach to the theatre is flat, and the pavements are mainly cobbled.

The theatre is accessible to patrons with many different requirements, both physical and non-physical, with a dedicated Access bookings team based in the venue. Assisted performances - Audio Description for visually impaired patrons, Captioned and Sign Language interpreted performances for patrons who are Deaf, deafened or Hard of Hearing - are regularly scheduled for the longer running shows. We have an induction loop and infra-red hearing system throughout the auditorium. Physically accessible seating, close view seating for visually impaired or patrons who lip-read are available exclusively for Access patrons for all performances.
**How to make an Access booking**

**Making an access booking couldn’t be easier, just follow these simple steps:**

- Pick a show that you or your group want to see. Even if the show is months away, it is important to reserve your seats as early as possible.
- Estimate the **MAXIMUM** number of tickets you may need. You can cancel whatever seats you don’t need when you pay.
- Give us a call on **0117 3023222** (Mon-Fri 10am-6pm)

**IMPORTANT:** If you need wheelchair user positions please tell us the **MAXIMUM** number of spaces you might need;

1) How many wheelchair users **DO NOT** transfer from their wheelchair.
2) How many wheelchair users **DO** transfer from their wheelchair, and if you/they need to be next to the seat to transfer into it or if you/they can walk a short distance.

If you require the Induction Loop or Infra Red System, or a close view for lip-reading, or specific seating for any other reason or if you are interested in one of our Assisted Performances, such as our Captioned, Audio Described, Sign Language Interpreted or Relaxed performances please let us know when you are making your enquiries.

With an access booking you can reserve tickets and pay for them at a later date (usually one month before the performance date) this means you can order the maximum number of tickets you think you may need and cancel down to the actual number of tickets you need when you pay. If you do need more access spaces than you originally reserved please contact let us know straight away.

**Methods of Payment:**
- **Cheque** - payable to “ATG London Ltd”
- **Credit / Debit Card** – Visa, MasterCard, American Express (we will need your card number, expiry date and 3 digit security number)
- **Cash** – at the Box Office counter

**REMEMBER:** You don’t have to wait until everyone has put their name down, just call as soon as you find a show that you think people might want to see.
Important information regarding access for wheelchair users

It is of real importance that when making your access bookings you inform us of anything relating to any access requirements you or others in your party may have.

There are spaces for people who remain seated in their wheelchairs during the performance, and spaces for those who can transfer into a theatre seat, whether by walking a short distance or by having their wheelchair in front of the seat and transferring from there.

We use two different areas for these two types of transferring – please see page 14. This is vital as it enables us to allocate suitable tickets, and helps us accommodate as many people as possible too. If, after the initial booking, any of your requirements change you must contact me or my colleagues immediately. Failure to do this may mean that we cannot suitably and safely seat you on the day of the performance.

We have split the definition of ‘transferring’ into two. First of all we have specific seats that are suitable for our patrons who need to be close to the seat in order to transfer into it, and we refer to this as Wheeled Transfer. The second type of transfer we refer to as Walking Transfer and we use specific seating for our patrons who can walk a short distance from the Access entrance. If neither of these options is suitable then we would book you or that person into one of our non-transferring positions on the platform, or into one of the access boxes – please see the Access Seating Information – pages 14 and 15.

Wherever possible, and if required, it is ideal if each wheelchair user attends with a dedicated carer/companion. However, if you are a wheelchair user and you wish to attend unaccompanied please let us know. We will endeavour to ensure that we can accommodate you in the most suitable position for your requirements.

In order that we can ensure that all our customers are suitably and safely accommodated during their visit to us, your information is crucial. To comply with Fire Safety Regulations and Health and Safety policy it is essential that we follow the guidelines set down by the relevant authorities. If we do not receive accurate information at the booking stage it can cause serious implications for the potential safety of our customers whether they have a disability or otherwise.

I am sure that you will understand the importance of this matter and I am sure that we can maintain the high standard of service that we have provided in the past with your continued and loyal support.
How to find us

Directions to the Hippodrome when travelling from the M32:

At the end of the M32 head to the City Centre. Travel past the Hippodrome (the theatre will be on your right) and as St Augustines Parade joins Park Street follow the road round to the right until you get to the HSBC Bank opposite College Green. Turn right into Unity Street. Drive to the bottom and turn right into Denmark Street. The theatre is on your left hand side, and the Access Entrance itself is two doors down from our Stage Door.

Directions to the Hippodrome when travelling from Clifton:

Drive down Park Street to the bottom and turn left into Unity Street just before the HSBC Bank opposite College Green. Drive to the bottom of Unity Street and turn right into Denmark Street. The theatre is on your left hand side, and the Access Entrance itself is two doors down from our Stage Door.

Please DO NOT park adjacent to the Access Entrance or the theatre’s Dock Door, even if you have a Blue Badge. It is essential that we keep these areas clear at all times.

For full details and maps of how to reach us please see the directions in the information section on our website www.atgtickets.com/venues/bristol-hippodrome/information/

Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is BS1 4UZ for the Main entrance or BS1 5DQ for the Access Door, to get directions.

- **Trains** - The nearest railway station is **Temple Meads**, which is 0.5 miles away (a 10-15 minute walk).
- **Taxis** – Taxis are available at the station and are also available outside the front of the building.
- **Buses** - Numbers 8 and 9 are available from Temple Meads; ask for city centre stop (or Hippodrome stop).
Denmark Street Parking

Our Access Entrance is located in Denmark Street. This street has parking meters and double yellow lines so the following information will hopefully be of use to you.

THE BLUE BADGE SCHEME

Taken from the Department Of The Environment, Transport and the Regions booklet:
“The Blue Badge Scheme - Parking Concessions For Disabled and Blind People”

Where to park:

• **Parking Meters** – Badge Holders may park free of charge and without time limit at parking meters, on-street, and pay and display on street parking unless a local traffic order specifying a time limit for holders of disabled parking badges is in force. The Blue Badge must be displayed.

Badge Holders may be exempt from limits on parking times imposed on other users – check local signs for information. The Blue Badge must be displayed.

• **Single and Double Yellow Lines** – Badge Holders may usually park on single or double yellow lines for up to three hours in England and Wales, or without time limit in Scotland except where there is a ban on loading or unloading, and at a few locations where local schemes apply. The Blue Badge must be displayed as well as the parking disc showing the time of arrival. There must be an interval of at least one hour from a previous period of waiting before the same vehicle can be parked in the same road on the same day.

**NB** – this is a local dispensation and advice can be obtained from Bristol Parking Services on 0117 9222198.

If in doubt please display the Parking Disc. It is very important that your Blue Badge is displayed correctly. Make sure that your name, number and expiry date are visible at all times. When you are parking on yellow lines always ensure that your clock is also visible.

If you wish to receive your own copy of this leaflet please write to:

BRISTOL CITY COUNCIL
PARKING SERVICES
P O BOX 485
BRISTOL
BS99 1WD

or email: parking_services@bristol-city.gov.uk
or telephone 0117 922 2198

Please note that it is also available in Braille, large print and audio CD format.

For further information please refer to www.direct.gov.uk
Car Parking and Arrival

- We do not have our own car park at the Bristol Hippodrome however parking is available on Denmark Street. Please see page 8 for more information on Blue Badge parking.
- You can drop off at the Access Entrance on Denmark Street and there is a dropped kerb outside this entrance. Please note that the pavements on Denmark Street and the surrounding side streets are very narrow and uneven in places.
- The nearest multi-storey car park is Trenchard Street a few streets behind the theatre, and up a steep hill.
- All theatre entrances are staffed and doors will be attended. There is a low-level doorbell situated on the left hand side of the Access entrance.

VIEW FROM THE ACCESS ENTRANCE THROUGH TO THE AUDITORIUM

The Access Entrance opens 30 minutes before the start of the show and gives level access into the Stalls area of the auditorium, with lift access to our wheelchair accessible platform and a ramp to our rear boxes. There are shallow steps to go up or down the left hand aisle, and the maximum step height is 5.5 inches /140mm.

At the front of the theatre we have two entrances, the Main entrance has one step up into it, or the Piano Bar entrance which has no steps. These doors are attended at all times that the theatre is open, and they open outwards. They have a minimum door opening width of 43 inches / 1090 mm. Please note there are many steps to all floors from these entrances, so would not be suitable for anyone requiring easy access into the auditorium.

Summary of steps in the theatre:
Foyer = 11 steps
Main Entrance to the back of the Grand Circle = 52 steps
Piano Bar to the back of the Upper Circle (via new staircase) = 74 steps
Main Entrance to the back of the Upper Circle (via Grand Circle Bar) = 78 steps
Access Entrance to the Side Boxes P / Q / R = 16 steps, S / T / U = 32 steps
Access Entrance to the front of the Grand Circle = 23 steps
Main Entrance, Piano Bar and Box Office

Although there is one step up to the Main entrance, access can be gained to this area via a ramped doorway from the Piano Bar. The main entrance floor surface is short-pile carpet and the area is lit by spotlights.

The Piano Bar has a variety of seating throughout, with an Accessible toilet at the rear of the bar area. The floor surface is part short-pile carpet and part hard wood flooring. There are spot lights throughout although the lighting level is generally low.
The **Box Office** has step-free level access and has an accessible push-button door, opening inwards. The door width is: 39 inches / 990 mm. There is a dropped counter in the Box Office, at a height of: 30 inches / 760mm. The floor surface is short pile carpet and the area is brightly lit by spotlights. There are no glass divides on the counter and pen and paper is on hand to aid communication. Seating can be made available on request.

**Pricing and Concessions**

- For patrons who are physically able to access anywhere in the auditorium but require a carer with them at all times we offer Access and Companion rates (equivalent to half price each) for all performances
- For patrons who require physically accessible seating so are limited to our higher priced stalls area we offer an Access rate (price match with our cheapest seats) - this rate applies to their companion as well.

**Access Services and Facilities**
For patrons who use a hearing aid we have a fixed Induction Loop system in the Stalls and Grand Circle. However, this doesn’t work in all rows – please see page 17.

As well as this fixed system we have an additional Infra Red system that covers the whole auditorium.

The system performs two functions: One for **Hard of Hearing Patrons**, the other for **Visually Impaired Patrons**.

**Function 1 – Hard of Hearing**

This Infra Red system benefits our patrons who are **Hard of Hearing**.

If you **do not use a hearing aid** you can borrow a **HEADSET** to enable you to pick up an amplified relay of the show, and you are able to adjust the volume to suit your needs.

If you **do use a hearing aid** you can borrow one of our **NECKLOOPS** which will enable you to pick up, through your hearing aid, an amplified relay of the show.

The main benefit of using this equipment with the Infra Red system is that, unlike the Induction Loop, it works everywhere in the auditorium. **However, the reception is poorest in the side and rear boxes.** When booking your tickets you do not need to reserve a headset / neckloop in advance. You can request your headset / neckloop from a member of our Front of House team on the kiosk in your area of the auditorium when you arrive for the performance. You will be asked for your name, seat numbers and telephone number. At the end of the performance you must return the headset / neckloop to the kiosk or a member of staff.

**Function 2 – Visually Impaired**

The Infra Red system allows us to offer Audio Described performances for **Visually Impaired Patrons**. The headsets will relay both the sound of the show and the voice of the Describer at the same time. Audio Described Performances will be arranged and advertised separately. For further information on this service please contact me directly on 0117 3023222.

We also have a stock of binoculars that you can borrow if this will assist you throughout the performance - please just ask a member of staff when you arrive.

**Assisted performances** are regularly scheduled for the longer running shows:

- **Audio Description** for visually impaired patrons where patrons can listen via a discreet infra-red headset to a live commentary of what is happening on stage.
- **Captioned** performances are offered for patrons who are Hard of Hearing and would benefit from reading the live delivery of the script on Caption boards positioned either side of the stage.
• **Sign Language Interpreted** performances, where an interpreter is positioned on stage throughout the performance, are offered for patrons who are Deaf, deafened or Hard of Hearing and who use sign language as their primary language.

Physically accessible seating for patrons who either remain seated in their wheelchair, transfer from their wheelchair or who have limited mobility but can manage a few stairs are exclusively available for all performances.

Patrons who require close view seating because they have a visual impairment or are hard of hearing and who lip-read are available exclusively for all performances.

We have just started to offer **Relaxed Performances** for our pantomimes for our patrons who are on the autistic spectrum or who have a communication or sensory condition. Patrons are welcome to book in for a familiarisation visit to assist them in reducing the anxiety prior to any booking, not just our Relaxed performances. Patrons are welcome to use our Stalls Bar as a ‘chill-out’ area during the performance.

A **visual story** is available on request or via [http://www.atgtickets.com/uploads/media/44/52259.pdf](http://www.atgtickets.com/uploads/media/44/52259.pdf)

**Large print forthcoming attractions listing** can also be provided on request.

![CHILL-OUT AREA](image)

**Ordertorium – Free at seat service**

You can order cold beverages, ice cream and snacks from your seat in the auditorium. Simply download the app (search ATG in the App Store or Google Play), ask the Access attendant or just wave your menu in the air and a member of staff will deliver your items right to you.

Please contact us if you would like more information on any of these facilities and services.
The information on this sheet is offered to assist you when you attend our venue.

**Positions available for patrons with a physical disability**

Picture shows left hand side of the Stalls (as you face the stage)

Please Note: each row shown is a shallow step.

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**Definitions**

**Walking Transfer or Mixed Use**


The end seats in these rows and P31-43 are suitable for patrons who may arrive using a wheelchair but who are able to leave their wheelchair at the Access Entrance and **walk up or down the shallow steps** on the aisle to their seats. They are also suitable for patrons who use sticks, frames or crutches and can only walk a short distance.

**NB** please note to access row P there are two steep steps.

**Non Transfer**

Platform A, B, C, D.

These positions are suitable for patrons who **need to remain seated in their wheelchair**. There is level access to the platform from the Access Entrance.

**Wheeled Transfer & Mixed Use**

Row W & Box G & H

The boxes and the end of row W are suitable for a wide range of access requirements. Up to 4 tickets can be bought in each box. Patrons using a wheelchair can use the platform lift to Row W and then a portable ramp to the Boxes - therefore the Boxes are **only suitable** for patrons using a manual wheelchair.

The Access Entrance opens 30 minutes before the start of the show. Please note if the door is closed when you arrive just ring the doorbell and our staff will be there to assist you.
PLEASE NOTE:

Each row shown above is a shallow step with the exception of Row P which has two steep steps.

Images are not to scale and are intended as a guide only.

PLATFORM AREA:
- the platform area is situated on a level with our Access Entrance
- the platform is suitable for either manual or power wheelchair users who remain seated in their wheelchair
- there are four positions available, and they are sold as pairs: one space for the wheelchair user and a fixed seat for the companion

Important information relating to the platform Lift

The maximum dimensions of the platform lift are:
MAX WIDTH of wheelchair at the base = 30 inches / 770 mm.
MAX LENGTH of wheelchair at the base = 49 inches / 1250 mm.
MAX WEIGHT of wheelchair and patron combined = 300 KG / 47 STONE.
The Fixed Induction Loop System – Seating Plan

If you use a hearing aid switch it to the ‘T’ setting.

The fixed induction loop reception works best in the UNSHADED areas.
If you are having difficulty picking up the loop relay please ask to use one of our infra red NECKLOOPS
with your hearing aid instead.
Accessible Toilets

There are two accessible toilets in the theatre:

Piano Bar (adjacent to the main entrance)

- Situated to the rear of the bar area, with step free access.
- The door opens outwards and is 33 inches / 840 mm wide.
- When facing the toilet the space to the left of it is 44 inches / 1120 mm.
- The toilet height is 17.5 inches / 450 mm.
- There is a vertical grab rail behind the toilet to the left, and one to the right.
- There is a horizontal grab rail to the right of the toilet.
- There is an emergency alarm pull cord.
- The toilets are well lit by fluorescent lighting and the floor surface is non-slip laminate.
- There is a lever tap on the basin.

Access entrance (Denmark Street)

- Situated to the left as you enter through the Access entrance.
- The door opens outwards and is 32 inches / 810 mm wide.
- When facing the toilet the space to the right of it is 36 inches / 910 mm.
- The toilet height is 18 inches / 460 mm.
- There is a fixed vertical grab rail behind the toilet to the right.
- There is a drop horizontal grab rail to the right of the toilet and two fixed horizontal grab rails to the left.
- There is an emergency alarm pull cord.
- The toilets are well lit by fluorescent lighting and the floor surface is tiled.
- There is a lever tap on the basin.
Additional Information

Our Front of House staff receive disability awareness training, including My Guide Sighted Guide training to assist patrons who are visually impaired, Autism awareness and Dementia Friends training, and all new staff receive general Access Awareness training as part of their induction process.

We provide a large print forthcoming attractions listing, and can issue this on email for our patrons who use voice translation software, or by post.

We welcome trained assistance dogs, and they can either remain with their owner throughout the performance if suitable seating is available or will be looked after by our Front of House staff in the offices if preferred.

We have an Access Information Pack available which can be emailed or posted out to patrons on request. It can be downloaded from our website: [www.atgtickets.com/venues/bristol-hippodrome/access/](http://www.atgtickets.com/venues/bristol-hippodrome/access/) and is available to download from the patron booking reservation / confirmation email.

We produce our Access for All newsletter up to three times a year and this is available in the theatre, on request, and is sent out automatically to our patrons who have requested to be on our Access mailing list.

We have created a Visual Story to assist our patrons who are on the autistic spectrum or who have a sensory or communication condition. These can also be downloaded from the website link above.

For patrons unable to access our bar and kiosk areas an at-seat service, known as Ordertorium, is available.

For our patrons who are visually impaired we offer a large print brochure listing and an audio brochure.

Please just ask us for more information on any of these services by contacting us on the number or email at the end of this document, or at the Box Office counter.
Useful Information

We have a set evacuation procedure, and run practice drills regularly. Front of House staff will assist in the event of an evacuation.

We have a fire alarm system that is tested weekly on a Friday morning.

The nearest Hospital with an A&E unit is less than a mile away:
  Bristol Royal Infirmary
  Upper Maudlin Street
  Bristol
  BS2 8HW
  0117 923 0000

Future Plans

As of mid August 2015 our wheelchair users platform area will be repositioned further forward in the Stalls, making it easier to get to for everyone, and removing the need to use the platform lift to get to it.

We are in the process of producing Audio brochures, a video of our access area and a video of our visual story, all of which should be available in the very near future.

In the future we hope to be able to offer Accessible theatre tours by utilising video of the areas that are inaccessible.

Please just ask us for more information on any of these services by contacting us on the number or email at the end of this document, or at the Box Office counter.
Contact Information

Address: The Bristol Hippodrome
St Augustines Parade
Bristol
BS1 4UZ
(for journey planning and the location of our Access entrance on Denmark Street please use: \textbf{BS1 5DQ})

Telephone: 0117 3023222 (Monday to Friday, 10am to 6pm)
Minicom 0117 3023222 (Monday to Friday, 10am to 6pm)
Email: trishhodson@theambassadors.com
Website: \textcolor{blue}{www.atgtickets.com/venues/bristol-hippodrome/access/}

Document updated: 1 August 2015