



**BOILER
SHOP**

**ACCESS
GUIDE**

BOILER SHOP advocates equality of opportunity for people with disabilities; taking the necessary steps to meet their requirements.

We strive to make all our shows accessible to everyone and we work hard to make sure things keep improving. Our venue was built in the early 1800s, so there are challenges, but together we can identify issues and come up with practical solutions. Your feedback is always welcome, and we'll do our best to be as flexible as possible to meet your needs.

This guide is designed to inform everybody who comes to Boiler Shop what we can offer to assist customers who may have particular requirements.

Tickets

If you have accessibility requirements and wish to attend a show at Boiler Shop, please contact the venue first to see if there's space in the accessible viewing area before booking. We will send you a private ticket link to purchase a ticket. Let us know you've done that; we can then provide you with an allocated space in the accessible viewing area.

Please note, the space is limited and on a first come, first served basis. We have space for four wheelchairs plus six seats.

Due to health & safety reasons, we do not allow wheelchairs or motorised scooters / vehicles on the dance floor. If you have not reserved a space on the accessible bay, unfortunately we may not be able to accommodate you in the venue.

If you require Accessibility tickets and these are no longer available, please do not purchase a General Admission ticket and expect to be accommodated as these will be refused. This is a strict policy to make sure the venue is safe for all customers.

Personal Assistant Tickets

People with accessibility requirements may need to have someone with them. We offer a 2 for 1 Ticket Policy for personal assistants.

This arrangement is made through the venue and not the ticketing agencies, please contact us at access@boilershop.net for more details. Aside from this we do not offer a reduced rate ticket price. The service we offer is of equal quality to all our customers, so a discount is not necessary.

If you would like a companion ticket, please provide us with some supporting documentation alongside your booking reference. This documentation is required to obtain a free Companion ticket and will help us plan to ensure your experience with us is accessible.

We ask for one of the below documents although we do understand that not all Customers will have what we are looking for.

Please contact the venue if you have any questions regarding these documents:

- DLA / PIP (front cover only with any financial information hidden)
- Medical Professional's Letter
- Visually/Hearing Impaired Card.

Please note that Companions are advised that they must be able to assist you in the event of an emergency.

Seats for Companions will be allocated if space permits; alternatively Companions will be allocated space to stand on or near the access bay.

Please note, this excludes meet and greets or VIP packages.

Venue Opening Times

At present, we are only open when there is an event running. Please check the calendar to confirm we are open.

Large-print running times for our events are available at the box office on the day of the show – please get in touch if you'd like this emailed to you in advance.

Travelling to Boiler Shop

Boiler Shop is situated behind Newcastle Central station, approx. 480 metres away. There's no dedicated accessible parking; the nearest car park is Stephenson Quarter Car Park (Forth Banks, Newcastle Upon-Tyne, NE1 3PH), located 400 metres away.

If you are arriving to the venue by taxi, you can get dropped off on South Street, just a few metres from the front door.

We'd like to remind Blue Badge Holders that unfortunately parking is not allowed on South Street. There's an active taxi rank on one side of the road, so parking here would narrow access both for taxis and emergency vehicles.

Upon Arrival at Boiler Shop

Upon arrival at the venue, there will be door staff who will greet you and direct you to the viewing area. If you require early entry into the venue as part of your access needs, please let us know in advance, and we can arrange this for you.

The entertainment space and bar area are located on the ground floor. Once inside, there are no steps and easy access to the Mezzanine via lift.

If you have any questions, you can ask our friendly door staff or Box Office team, they're on hand to help. There is plenty of room in the space so moving through crowds shouldn't be a problem, but if you do have any early entrance requirements please get in touch.

If you have bought tickets in advance for an event, then these can also be collected at the Box Office.

Inside Boiler Shop

The entertainment space and bar area are located on the ground floor. Once inside, there are no steps and easy access to the Mezzanine via lift.

The venue is all standing, and there's a raised viewing area to the right of the stage. As you come into the venue and the main space, you'll find the accessible area on the right-hand side. If you wish to make use of the viewing area, please contact us in advance to arrange this. Upon your arrival, security will show you to the viewing area; seats are available in the viewing area on a first come, first served basis and should be booked in advance. The chairs are supportive, comfortable, and stable. Please note, these chairs don't have any arm rests.

There is an accessible toilet available 5 metres from the accessible viewing area. If you require assistance to get to the toilet, please let a member of staff know, who will be happy to help.

Smoking

The smoking area is located next to the main entrance. If a person using a wheelchair wants to go outside to smoke, security will escort them outside.

Facilities

ACCESSIBLE TOILETS

Within the venue, we have an accessible toilet. This is located near the entrance, on the ground floor on the left-hand side.

ACCESSIBLE BAR

We do not have an accessible bar however we will provide a bartender if required.

INDUCTION LOOP

Boiler Shop has induction loops in the auditorium. For more information, please speak to a manager or email us in advance.

RESPIRE SPACE

We have a Mezzanine area (accessible via lift) separated from the main space, which can double as a quiet space for anyone who requests it.

LARGE GROUPS

We try and accommodate everyone's requirements. If someone has accessibility requirements and is with a large group of people we will try and keep the group together, however it may not be in the designated accessible viewing area. Large groups are strongly encouraged to contact us in advance to make arrangements.

EVACUATION POLICY

All our security members are trained to know how to assist disabled customers in case of emergency. We have a refuge point in the Mezzanine; on the ground floor customers are asked to leave by the nearest exit.

DEAF AND VISUALLY IMPAIRED CUSTOMERS

Visually impaired customers are more than welcome to use the accessible viewing area if they would like to. Deaf or hard of hearing customers are also more than welcome to stand at the front of the gig and security are aware of this.

CUSTOMERS WITH MEDICAL REQUIREMENTS

If you need to bring any medicines, food, or drink to manage a medical condition, or medical equipment you are welcome to do so. We don't have any medical equipment at the venue. Please inform the manager on duty when you arrive before going through search.

There is a fridge available to store any medicines; if you'd like to use it, please ask to speak to the manager on duty when you arrive to the venue.

ASSISTANCE DOGS

Guide and hearing assistance dogs are welcome, just be sure to **let us know** when you book.

We can discuss suitable locations where your dog can stay throughout the show. Alternatively, if you would like your dog to be looked after, we'll arrange for someone to meet you at the entrance and guide you to your allocated seat on the access bay.

Dogs will be looked after throughout the event in a quiet location with somewhere to lay with a bowl of water.

*We recommend bringing hearing protection for your dog.

STROBE LIGHTING

We use strobe and flashing lighting in the venue and if you need further information about this please get in touch.

ACCESS TO PERFORMANCE

Unless otherwise stated at the moment we do not have additional access systems to performances, such as:

- * Infrared or mobile connect systems
- * British Sign Language
- * Captioning
- * Audio Description Relaxed Performances

ACCESSIBILITY FOR PERFORMERS

The stage is directly accessible from the outside via a ramp through the load in bay. Currently there is no level access to the dressing room area.

Contact Us

Chiara Tomasoni

Email (preferred) – access@boilershop.net

Phone – 0191 300 6162

Postal – 20 South Street, Newcastle upon Tyne, NE1 3PE

Response time – Someone will be able to respond within 5 working days.

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