

Access Guide to Festival venues 2011

This guide provides detailed information on access to many Festival venues to help ensure your visit to Festival events is enjoyable and hassle-free. We programme events in a number of historic buildings across the city where full access is not always possible.

However, we have staff available to help at each event and can make individual arrangements to meet your specific needs if you mention it at the time of booking.

We would be happy to hear how we can improve access to the Festival programme and any feedback you can give is always valuable; please contact Sarah on spassfield@canterburyfestival.co.uk

The Festival would like to thank www.disabledgo.com for the detailed research into some of our venues and hope you find their website useful.

Improved Access for Deaf and hard of hearing audiences:

Hi Kent Canterbury have provided valuable help and advice in improving access for audiences with hearing needs and we look forward to welcoming Hi Kent clients at Festival events: www.hikent.org.uk

Electronic Notetakers from the University of Kent can be supplied for some events, e.g. talks, if we have sufficient notice to make arrangements to book staff and make technical arrangements at the venue. Please contact Sarah Passfield in the Festival Office on 01227 452853 or email spassfield@canterburyfestival.co.uk .

BSL sign interpreted performances are offered wherever possible and we encourage you to give us feedback on your experience at these events.

Canterbury Cathedral



For full details on access to all areas of the Cathedral please visit:

<http://www.disabledgo.com/en/access-guide/canterbury-cathedral/canterbury-city-council>

See the map below for details of wheelchair access.

Lift

There is a lift by the Dean's Steps on the north-east side of the Cathedral to enable wheelchair users to gain access to the Quire.

Assistance dogs

Assistance dogs are welcome in the Cathedral at all times.

Induction Loop

An induction loop for the hard of hearing is available in the Nave, Quire and Presbytery. Hearing aid users should adjust their aid to T.

Parking

All enquiries about parking for Blue Badge holders should be made, in advance if possible, to Cathedral House (telephone 01227 762862).

Toilets

Adapted toilets are at the south east end of the Welcome Centre.

Ramps

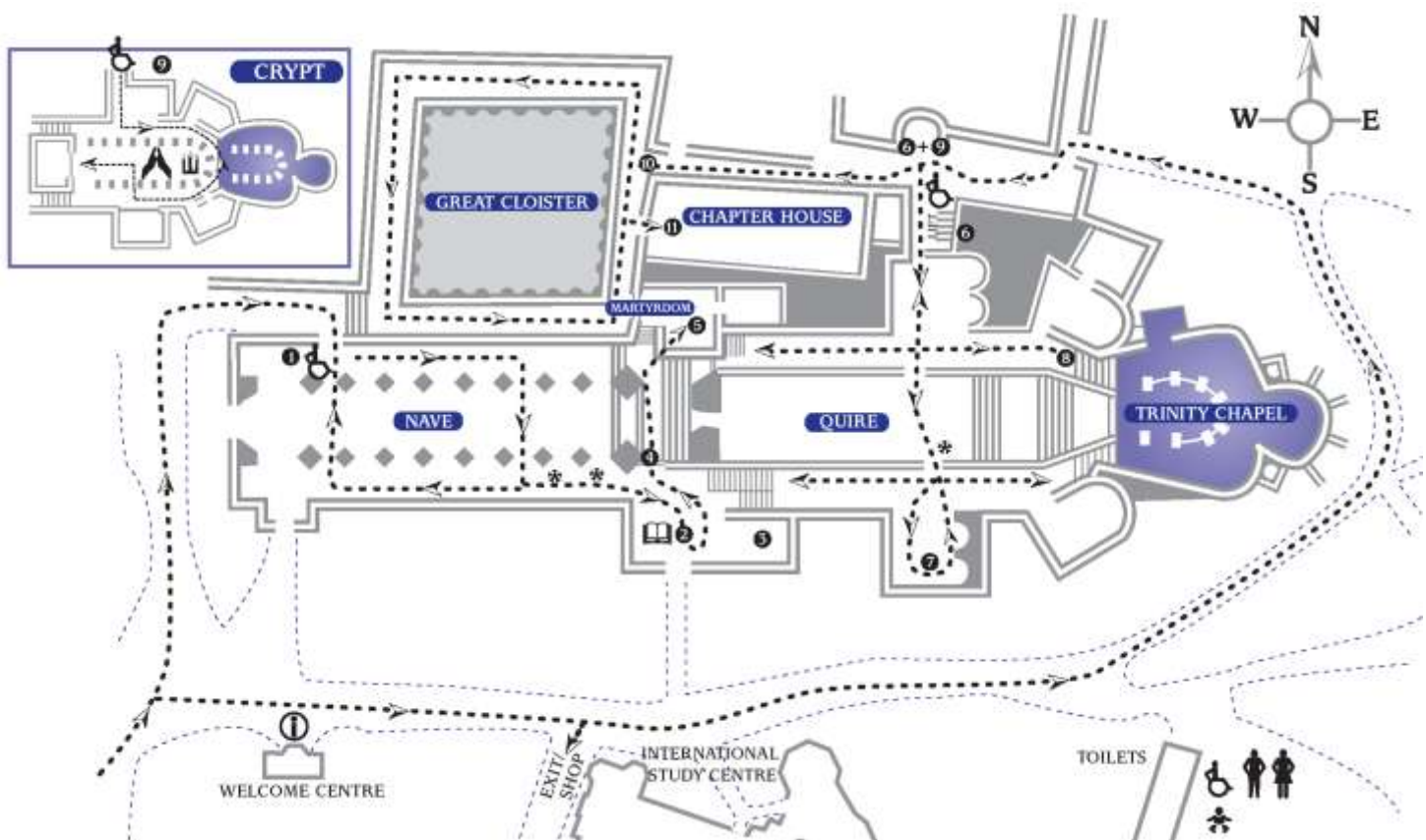
There is one permanent ramp for wheelchair users into the Crypt from the north door.

Other ramps, which are for industrial use by the Works Department, may be found from time to time. These are not fit for use by wheelchairs.

THE CHAPTER HOUSE

Turn left on entering the Cloister and enter the Chapter House at point (11) on the map.

Exit by the same way.



THE NAVE

Enter by the north west door (1), which is 1.5 metres wide. Cathedral Staff are available for assistance.

Exit by the same way.

THE EASTERN CRYPT

Enter by the 1.22 metres wide north door (9).

Use the permanent ramp beyond it.

Exit by the same way.

Canterbury Cathedral Lodge

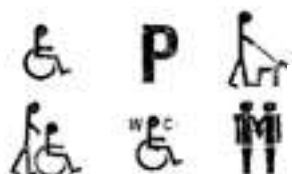


- Adapted toilets are situated by the main entrance.
- A lift gives access to the first floor area.
- All areas are fully accessible by wheelchair.

For full details on access to all areas of the Cathedral please visit:

<http://www.disabledgo.com/en/access-guide/canterbury-cathedral/canterbury-city-council>

Shirley Hall, **King's School**



- Wheelchair access to the hall via a ramp.
- Lift available for access to the first floor. Please ask a steward for the key.
- Adapted toilet located beneath the school dining hall (approx 50 metre from hall).
- Disabled parking: please contact the Festival Office on 01227 452853 and arrangements will be made to allocate you a disabled parking space on the date required. Please report to the security office at the Mint Yard Gate entrance to be directed to the parking spaces.

Gulbenkian Theatre



- 12 wheelchair spaces available - advance booking essential
- Free parking spaces for Blue Badge holders
- Level access to the theatre, foyer and bar through automatic doors
- Adapted toilet in the theatre foyer
- Guide dogs welcome

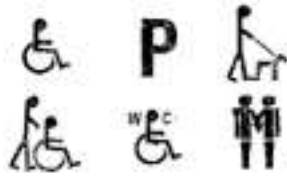
An infra-red system is available for the hard of hearing. This allows patrons to independently control the level of volume required, from any seat in the theatre. Two types of headsets are available; one for people without hearing aids and one for use in conjunction with a hearing aid, by switching it to the 'T' position. These are available from the Box Office for a refundable deposit.

To ensure the best use of facilities, please notify the Box Office of your requirements when booking. Gulbenkian Box Office: 01227 769075

For full details on access to this venue please visit:

<http://www.disabledgo.com/en/access-guide/gulbenkian-theatre/canterbury-city-council>

Theatre Royal Margate



The Stalls and Stalls Bar are accessible to wheelchair users and people with mobility difficulties, unfortunately the Dress Circle and Gallery are inaccessible due to the historic building.

There are seven spaces for wheelchair users per performance, subject to availability. Please inform the box office of your requirements at the time of booking.

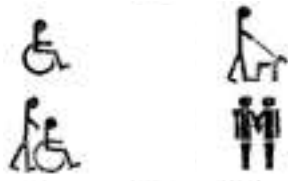
There is an induction loop system for the hard of hearing (subject to availability). Please inform the box office at the time of booking that you would like to use the system so that they can offer you seats in the appropriate area of the auditorium.

British Sign Language interpreted performances are scheduled for selected performances; please see programme schedule for more detail or call 01227 787787.

Assistance dogs are welcome, please inform the box office at the time of booking so that they can allocate appropriate seats for you in the auditorium.

Theatre Royal Box Office 0845 130 1786

St Mary's Hall Studio Theatre



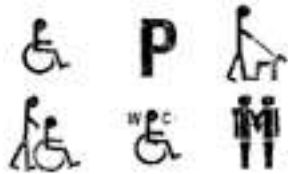
Wheelchair access to the theatre is through the rear entrance with a ramp for easier access. Please contact the Festival in advance on 01227 452853 to ensure staff are ready to assist on your arrival. Assistance dogs are welcome.

St Peter's Methodist Church



St Peter's has full wheelchair access and adapted toilets. Parking for Blue Badge holders is available next to the church. An infra-red hearing loop system is available. Assistance dogs are welcome.

St Gregory's Centre, Canterbury Christ Church University



Car Parking

For all concerts, Blue Badges holders are advised to

- i) disembark by the **pedestrian gate to St Gregory's**, near the west end of North Holmes Road. The pedestrian path leads **directly to the entrance to St Gregory's**.
- ii) The car should be left on the road with a blue badge, or if **driven by a colleague, left in the main car park of St Gregory's**.

Some car parking reserved for Blue Badge holders may be available in **the College's other car parks, but please note that all gates onto North Holmes Road, except for Gate Four, are shut after 6pm.**

Access on Foot

There is a paved path that leads from the car park, which is level up to and in through the main doors. The outside door is open prior to, but closed during performances

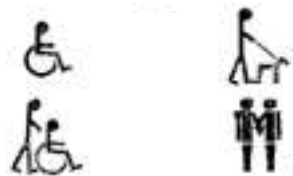
Inside the building, the inner doors may be opened by means of a push pad located on the right hand wall in the lobby.

The flooring inside the Centre is wooden and level.

Additional facilities

- Seating is provided which is easily manoeuvrable, allowing wheelchair users to sit wherever they wish.
- There is an adapted toilet in the Centre, suitable for wheelchair users.
- The University is currently upgrading the sound system to improve facilities for the hard of hearing.
- Handrails have been provided to assist access up the steps and onto the stage for disabled performers.

Festival Club, St Alphege's Church



- Wheelchair access to the club via ramp.
- The venue is on one level.
- Unfortunately there are no adapted toilets in the venue.

The Marlowe Theatre

The Marlowe Theatre has greatly improved access thanks to the new building and audience support. Please see the link below for more details on the whole range of access facilities.

<http://marlowetheatre.com/page/3013/Access>