

Celebrating Age Access guide

We look forward to welcoming you to our **Celebrating Age Concert** on **Wednesday 30 October**.

1. Venue Layout / Seating plans

The Celebrating Age Concert takes place in the Lower Ground Floor of Bridgehouse (Foyer building).

- The concert is a seated performance, if you have a ticket you will have a seat.
- Seating is unreserved.
- Whilst you will not be allocated a named seat when you book, there will be enough seating for all.

2. Hearing loops and assistive listening system

Hearing induction loops are installed at Bristol Beacon box office. Hearing aids should be turned to the 'T' or '3' position to access the loops

3. Blind and partially sighted customers

Large print programmes

Copies of our programme and venue information in large print and high contrast can be downloadable from our website. We will also have large print programmes available on request from Stewards.

4. Assistance Dogs

Assistance dogs and emotional support animals are welcome at Bristol Beacon.

5. Stewards and Audience Safety

Our friendly stewards and audience safety team, will be across all Bristol Beacon performance spaces from the start to the very end of Celebrating Age.

Please do talk to stewards if you have any questions, for example, where to find the toilets, how to get to performance spaces or any access support you might require.

Stewards will be wearing blue polo shirts with a Bristol Beacon logo and our audience safety team are easily identifiable.

If you are unable to find a steward, please make your way to the Box Office in Bridgehouse, Ground Floor, where there will be people permanently stationed and able to help.

6. Access register

Bristol Beacon holds an Access Register. We encourage Deaf, disabled and neurodivergent people to join our register so we can help you buy tickets and attend events in the future.

Once registered, you will enjoy priority booking and a free ticket for your Personal Assistant to support you during your visit.

To join the access register, please visit bristolbeacon.org/access-register

7. Changing Places Toilet and Toilets for Everyone

A changing places toilet is available on the Lower Ground Floor of the venue.

Baby changing facilities are available in toilets throughout the venue.

We have Toilets for Everyone available and signposted on all levels of the venue.

We very much look forward to welcoming you to the Celebrating Age Concert. We have endeavoured to anticipate peoples' needs we know that everyone is different, so if you require any further information or wish to ask a question, please email access@bristolbeacon.org

<https://bristolbeacon.org/access/>