

# Creative Health in Action

## Access guide

We look forward to welcoming you to Creative Health in Action on Friday 18 October at Bristol Beacon.

### 1. Access desk

#### Where?

- Found at the Box Office on Ground Floor.
- Access this at ground floor level via our **entrance on Trenchard Street**, or via stairs/lifts from any level in our Bridgehouse building.

**What?** Here you will find our friendly staff team, who will be able to provide:

- information about the performances and activities and suitability for your needs
- information about accessible viewing spaces and accessible routes throughout the venue and seating options.
- earplugs. (Please note ear plugs are for children aged 12+. It is the responsibility of the parents to bring ear defenders for children under 12.)
- printed copies of a large-print programme, [please click here for a digital version of the programme](#)
- An easy read, social story in hard copy – you can also find this on our website

## 2. Venue Layout / Seating plans

Creative Health in Action takes place across Bridgehouse (Foyer building).

### Bridgehouse

There are seven areas in Bridgehouse:

1. Lower Ground Floor (level Lower Ground)
2. Kennedy Room (level Lower Ground)
3. Sound Lounge (Ground floor level)
4. Stalls Bar (level 1)
5. Film room (level 1)
6. Terrace Bar (level 3)
7. Quiet space (level 3, bridge E)

Spaces in Bridgehouse will be set up as follows:

1. Lower Ground Floor with a raised stage in theatre style seating format
2. Kennedy Room – an exhibition of community artwork, with some seating available.
3. Ground Floor – Sound Lounge will be set up for workshops and a Human Library with some seating available
4. Stalls Bar – information and stands area with soft seating available
5. Film Room – film screening, with some seating available
6. Terrace Bar – workshop space with some seating available

7. **Quiet space** – quiet corner of the building with soft seating

### 3. **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.

### 4. **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 at the Access desk.

### 5. **Assistance Dogs**

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

### 6. **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 Creative Health in Action.

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.

## **7. 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](https://bristolbeacon.org/access-register)

## **8. 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 Creative Health in Action. 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](mailto:access@bristolbeacon.org)

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