

Brighton Dome & Brighton Festival

Venue Access Information

Brighton Dome Corn Exchange

For information about the Brighton Dome Studio Theatre click here [Studio Theatre](#)
Or visit <http://brightondome.org/access/>

For information about the Brighton Dome Concert Hall look here
<http://brightondome.org/access/>

This document covers information about the Corn Exchange. A full, more detailed Access statement is in process for this venue.

We are committed to making our venues easy and enjoyable places for all to visit. We aim to do more than the minimum required by the Disability Discrimination Act and work positively to improve the experience of our disabled visitors.

Our Ticket Office Staff will be able to assist you with booking tickets for our performances
01273 709 709 / tickets@brightondome.org

Our Visitor Services Team are here to ensure that your visit is easy and enjoyable and to discuss any complex requirements that you may have. For advice and information from the team

Please telephone 01273 261 541 / 01273 261 525

Or email access@brightondome.org

Tickets

Concessionary priced tickets, where available, are offered to disabled people.

Additionally, each disabled customer who would otherwise not be able to attend the performances without help may apply for one free ticket to bring an 'Access Assistant' with them to the venue to make their visit possible. This offer is open to all disabled people who would otherwise not be able to enjoy events here at Brighton Dome, not just those with mobility issues. Access Assistants should be able to sit in a seat next to or very nearby the disabled customer. Please note that free tickets are subject to availability so please book early to avoid disappointment.

We encourage our disabled customers to discuss their particular needs with Ticket Office staff when making their booking in order that their specific requirements may be established. Anyone with complex needs should speak with one of the Visitor Services Department at the time of booking who will be able to offer additional advice plus arrange for assistance from staff on the day of your visit.

Wheelchair users and those with Mobility Issues

The Brighton Dome Corn Exchange is fully accessible to people with mobility difficulties and wheelchair users. The entrances to the venue is non-stepped and lifts where required can be used to access all public areas. Low level service counters are provided on all Bars and at the venue based Box Office areas in the Dome.

The entrance to the Dome Box Office on 29 New Road is also non –stepped with an automatic door and there is a low level counter where wheelchair users may get access.

Access Lifts

Corn Exchange – Lift from Foyer to Auditorium level

Accessible Toilets

Corn Exchange – Foyer

In order to ensure that accessible toilets are prioritised for disabled patrons, most require a RADAR key to gain access. RADAR keys can be requested from FoH staff located nearby.

Positions & Maximum Number of Wheelchair Users

Each venue has been licensed by the Fire Authority to hold a maximum number of wheelchair users in line with normal venue activity. This number represents the number of wheelchair users we could safely evacuate from the building in the event of an emergency such as a fire.

Brighton Dome Corn Exchange : 7

On some occasions it may be possible to increase the number of Wheelchair users who may safely attend the Corn Exchange by putting in place additional safety controls. This would need to be discussed in detail with the Visitor Services Department before bookings are confirmed.

Wheelchair users attending seated events

As the Corn Exchange has a variety of seating layouts, please discuss your requirements with our Ticket Office Assistants when booking. In the larger format there are seats at the front of the auditorium in the flat seating area and in the smaller seated format there are seats nearest the door just in front of the raked seating block.

Please note that when booking you should notify the Ticket Office staff if your wheelchair is any larger than a standard seat as we may need to make special arrangements to accommodate you in our smaller venues. If you have the measurements, this is very useful.

Transfers

Those customers who use a wheelchair but who prefer to sit in a standard theatre seat may choose to 'transfer' and store their wheelchair with staff in an agreed place. In the interest of the safety of the person transferring, and the audience as a whole, unless customers can walk well enough without assistance to evacuate themselves from the venue in the event of an evacuation the stewards and access assistant would bring the wheelchair to the seat following the main flow of the evacuation and help the customer to safety.

Wheelchair Users attending standing events

Whilst the Corn Exchange does not have a designated viewing platform, we can arrange for you to have a sectioned off area near the front of the auditorium so that you have the best chance of seeing the stage. Please contact our Visitor Services Team to arrange this.

Putting Seats out at standing events

For the majority of standing events it is not safe or practical to allow seats in the standing areas. Exceptions may be made at certain events and under certain circumstances. Each event would be assessed for suitability and every effort made to assist disabled customers. Please contact the Visitor Services Team to arrange this.

Borrowing Brighton Dome Wheelchairs

Brighton Dome has two wheelchairs which are available to customers for short term loan during events. Specific requests should be directed to the Visitor Services Team.

Temporary Disabilities

For those people who may have a temporary disability (such as a broken leg) we will endeavour to find seating which is most comfortable for you, please speak to the Ticket Office. Please note that free access assistance tickets are not available to those with temporary conditions such as these.

Hearing Impaired Customers

Brighton Dome Corn Exchange

The Corn Exchange is fitted with Sennheiser INFRARED systems allowing us to offer both Infrared Hearing Assistance and traditional T Loops.

Please reserve your Sennheiser unit when you book your tickets.

To book tickets without assistance you can contact the Ticket Office on tickets@brightondome.org

Visually impaired customers

Access dogs are welcome in all Brighton Dome venues, please let us know if you are bringing your dog along so we can find a seat that's comfortable for you and your dog.

Printed materials are available in large print format from the Marketing Department on 01273 260825.

Our signage is designed to maximize visibility.

Should you wish to have the venue or directions to the venue described, please contact our Visitor Services Team who will be happy to provide you with information.

Involuntary Noise Issues

Customers who make involuntary noise, or use noise to communicate rather than words, are welcome to attend performances in all venues at the Brighton Dome.

We are committed to ensuring that visits are enjoyable and easy – please speak to our Ticket Office staff when booking to discuss your requirements and the seating available. Our Managers need to balance the enjoyment of the audience as a whole and therefore if disturbance is judged to be unreasonable for the nature of the event and prolonged, it may be necessary to ask you to take a break from the auditorium or in extreme circumstances for customers to be asked to remain outside the auditorium for the rest of the show. We aim as much as possible to avoid this.

We are currently working with Carousel, an organisation which supports access to the arts for learning disabled people, to increase the accessibility of our venues to customers with learning disabilities. We also welcome input from Access Assistants bringing individuals or groups to the venues. Please feel free to give us a call to discuss your visit.

How to get here and Blue Badge parking

Getting Here

For full details and maps of how to reach us please see our website

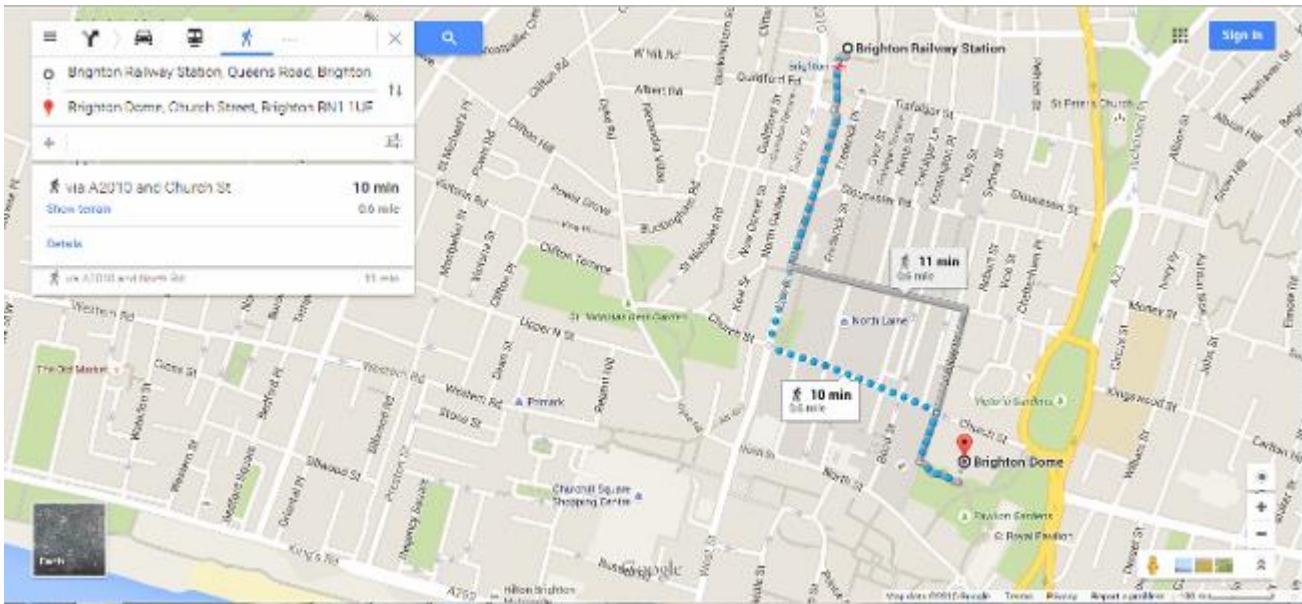
http://brightondome.org/your_visit/getting_here/

Alternatively you can plan your journey by car or public transport using a journey planner website such as

- Trains <http://www.southwesttrains.co.uk/>
- Car [google map to Brighton Dome](#) simply enter your postcode and ours which is BN1 1UG to get directions
- Buses <http://www.buses.co.uk/>

Trains

- Brighton railway station is 800 metres which is a 10-minute walk to Brighton Dome. The map below shows 2 routes from the station both are step free
- For information and the accessibility of the station see:
- <http://www.nationalrail.co.uk/stations/sjp/BTN/stationOverview.xhtml>
- There are fast, regular services into Brighton from London (journey time just 52 minutes



from Victoria or 56 minutes from London Bridge) and from along the coast. For up-to-the-minute travel information, visit [Southern Railway](#) or call National Rail Enquiries on 08457 484950

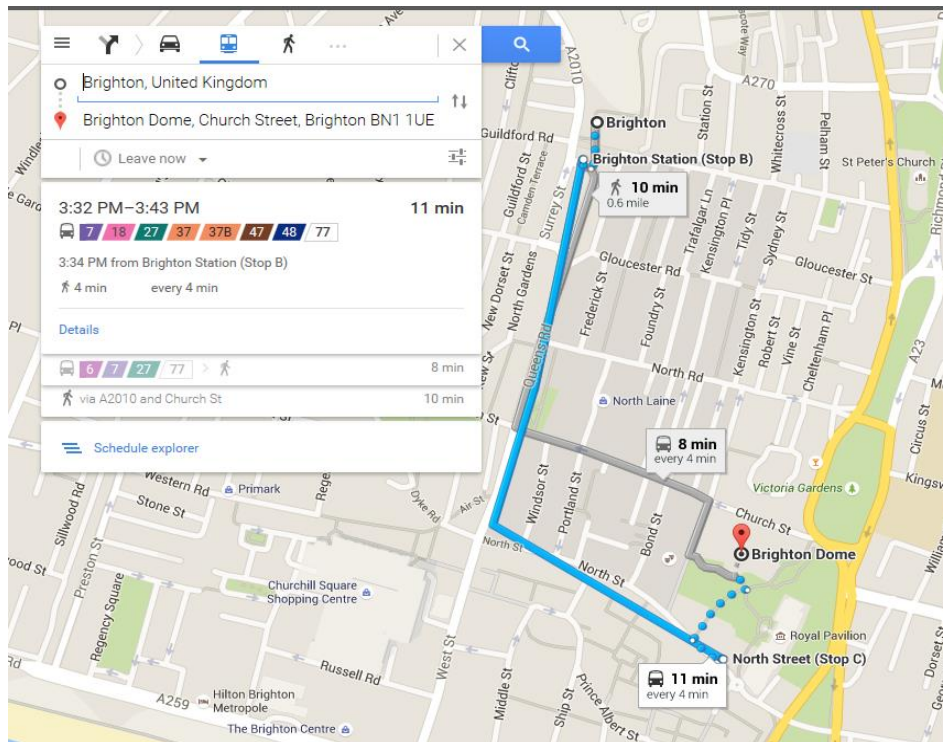
Route from Brighton train station to Brighton Dome – step free

Buses

- Buses have easy access for boarding and space for 1 wheelchair or any mobility vehicle with a parking brake. Scooters are not permitted. For more information about the accessibility of the buses see: www.buses.co.uk/information/accessible-buses-wheelchairs.aspx
- The Brighton and Hove bus timetables are available online or in large print. <http://www.buses.co.uk/travel/live-bus-times.aspx>
- Main bus stops have "real time" information screens for passengers, and most buses have visual and audio announcements of the next stop.
- Award winning Talking Bus Stops are also available in the city if you are blind or partially sighted. People using the scheme have a battery-operated key fob which alerts them when they are near a talking bus stop. Pressing the fob allows you to receive spoken information on which buses are coming and when they will arrive. For more information on this scheme please see www.journeyon.co.uk or contact the Access Point Team on 01273 29555 email accesspoint@brighton-hove.gov.uk

Nearest Bus stops are;

- North Road, 2-5 minutes walk, 160 metres, busing travel west towards George St Hove and South towards Brighton Marina
- Old Steine, 5-10 minutes walk, 490 metres, seating and shelter is available at some of these bus stops
- Buses from the train station to Brighton Dome are 7,18,27, 37, 37B, 47, 48, 77
- [Buses from Brighton station - google map link](#)



Map of bus route to North Street for Brighton Station



Map of bus stops near Brighton Dome

Driving and Parking

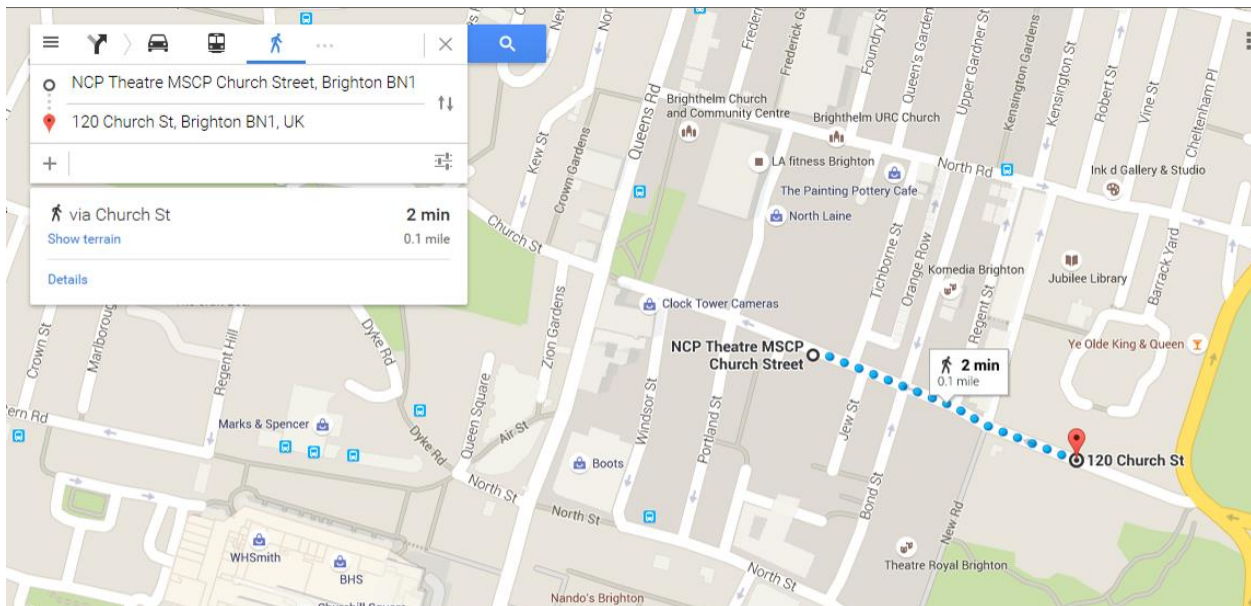
On-street parking is very limited, but possible after 6pm and on Sundays. There are a number of car parks nearby.

The most convenient car park for the Brighton Dome is the **NCP Brighton Theatre Car Park**, this car park is 200 metres which is a 4 minute walk to the venues.

Address: NCP Brighton Theatre, Church St, Brighton BN1 1US

Tel: 0345 050 7080

- There are 6 blue badge parking bays on ground level (total 587 bays in the whole car park) and there is good lighting throughout.
- There is level access on the entire route to our venues, you will need to cross 3 minor roads which have dropped kerbs, 2 with one-way traffic, the other has mixed traffic and pedestrians. This car park is often manned during busy show times or you can press the call button on the payment machines or barriers for help.
- Offers and discounts are available, please see our website for more information http://brightondome.org/your_visit/getting_here/



NCP car park route to Brighton Dome



NCP car park entrance on Church Street



View from NCP car park road down to Brighton Dome

Blue Badge Parking Bays and drop off

There are lay-bys in front of the Concert Hall and Corn Exchange which make good drop off points. Please contact the Visit Services team for more information.

There is no onsite parking available for customers of Brighton Dome, however, there are a limited number of public disabled bays allocated for **blue badge holders** in the following places near to the venue.

Parking Bays Without time-limit - see map on following page

- A** 4 at the bottom of Church Street (just before the Dome Concert Hall on the opposite side).
- B** 1 in Regent Street (second right after the Dome Concert Hall on Church Street)
- C** 1 in North Place behind the Prince Regent Swimming Pool (access from North Road)
- D** 1 in Gardner Street (access from North Road)

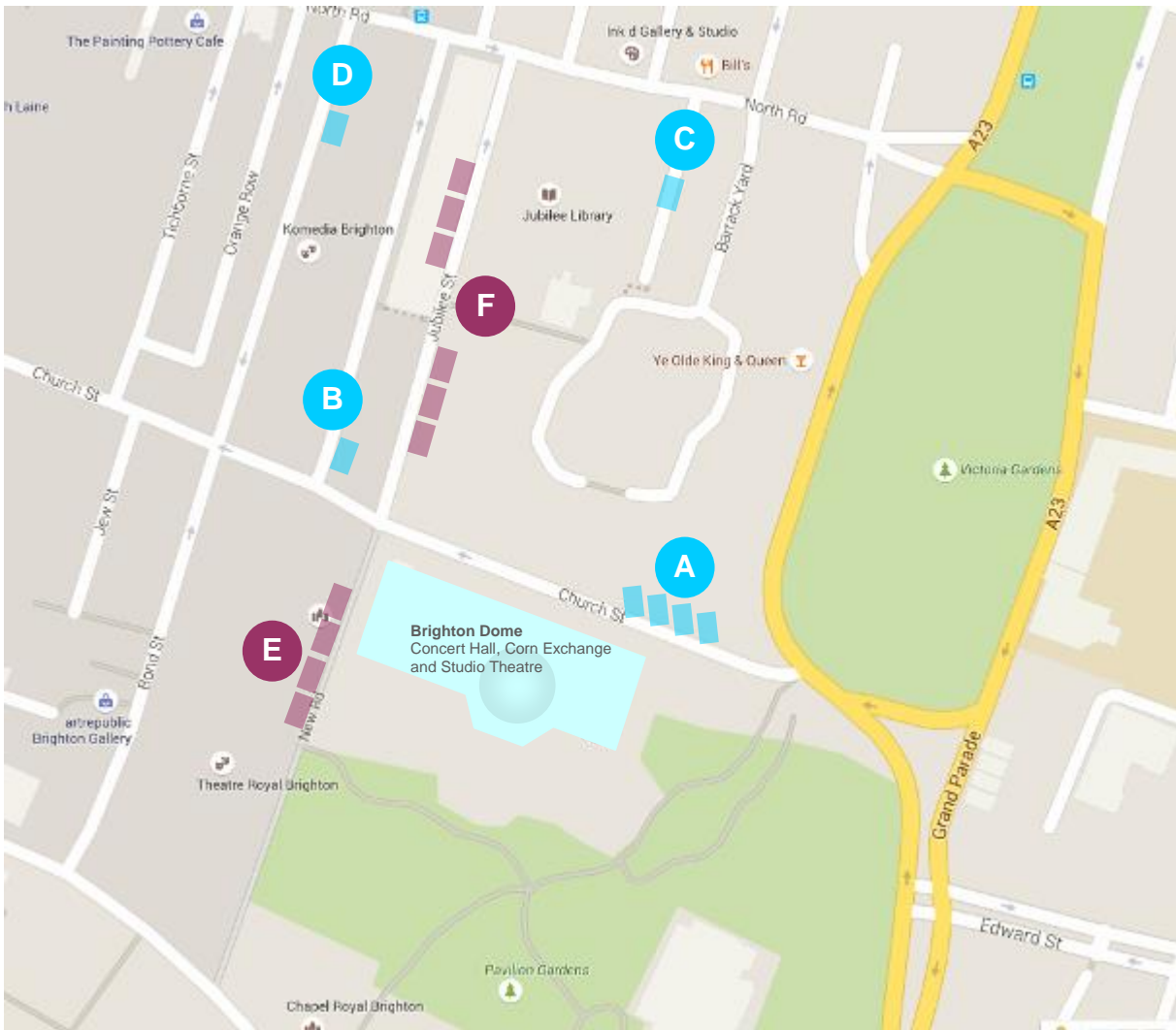
Blue Badge holders may also park for free in Pay and Display bays with no time limit but NOT in Residents Permit-only parking bays.

Parking bays With 3h time limit (no return within 1h) - see map on following page

- E** 4 opposite the Studio Theatre in New Road (take first left after the Dome Concert Hall on Church Street). These are marked by metal symbols inlaid into the granite.
- F** 6 in Jubilee Street (take first right after the Dome Concert Hall on Church Street)

Blue badge holders may park on single and double yellow lines for up to 3 hours (there are common sense limitations on this related to safety, access for emergency vehicles, suspension of bays, other parking signage and road markings etc).

Blue badge holders may NOT park in the loading bays in Church Street.



Map below of Blue badge holder parking bays near Brighton Dome – see previous page for details and map key

By Taxi or transport

All of the below companies have accessible taxis in their fleets: If you need to book a taxi from one of our venues please do ask a member of our FOH team who will happily assist you.

Brighton and Hove Radio Cabs:
 Web: www.brightontaxis.com,
 Email: admin@brightontaxis.com
 Tel: 01273 204060

Brighton and Hove City Cabs:
 Web: www.205205.com
 Tel: 01273 205205
 Text: 07528 964384

Brighton and Hove Streamline Taxis:
Web: www.streamlinetaxis.org
Email: operations@streamlinetaxis.org
Tel: 01273 202020

Shopmobility

Brighton and Hove Shopmobility is a scheme that provides wheelchairs, electric mobility scooters and powered wheelchairs to members of the public with mobility issues. The scheme is run by the award winning Federation of Disabled People and enables people with mobility issues to have the freedom to travel anywhere within the Brighton and Hove area.

Federation of Disabled People

Web: <http://www.thefedonline.org.uk/shopmobility>
Email: shopmobility@thefedonline.org.uk
Tel: 01273 32 32 39

Open hours - Monday to Friday, 10am – 4pm. Times may vary during autumn/winter months.

Emergencies

Personal Evacuation Plans

If any disabled customer wishes to discuss a Personal Evacuation Plan with the venue Manager before the visit we would be very happy to help. Please contact the Visitor Services Department in order that we may relay information to staff on duty that day.

Where there are second floor areas in use by the public we have staff trained in the use of Evacuation Chairs which allow the safe descent of stairways in the event of an emergency as it is not possible to use the lifts. The Evacuation Chairs have a safe working load of 330lb / 150kg

Personal Needs

Please note that our staff are not trained to lift or carry people who may need help or to assist with other personal toilet or medical needs. We provide a free access assistant ticket in order that customers with these needs may be able to attend. If you require a quiet space in which to spend some time during your visit, please speak to our front of house staff who will put you in contact with a manager.

Medical Assistance

There are trained first aiders available at all our events and for large scale events St John Ambulance are in attendance. The hospital is 6 minutes away, Royal Sussex County Hospital, Eastern Road, Brighton, East Sussex, BN2 5BE. We have a 1st Aid room which can also be used as a quiet space.

Feedback

We are always looking for ways to improve the service we provide our customers. All projects we undertake are assessed for accessibility compliance, so please contact us if you have any comments or suggestions about this access statement or anything else that could improve your visit to us. Please email access@brightondome.org with your feedback or suggestions.

Additional Information

- Our frontline staff have accessibility awareness training
- You are welcome to charge your mobility scooters at our venues, please contact the Visitor Services team to discuss
- General information about the city including places to stay, things to do can be found at www.visitbrighton.co.uk
- Should you wish to have a look at any of the BDBF spaces before your visit the Visitor Services team will happily arrange this for you

Contact Information

Address: Brighton Dome, Church Street, Brighton, BN1 1UE

Telephone:

Box office: 01273 709709,

Access / Visitor Services Team: 01273 261541 / 261525

Email

Tickets: tickets@brightondome.org

General: info@brightondome.org

Access / Visitor Services Team: access@brightondome.org

Website: www.brightondome.org

Twitter: <https://twitter.com/brightdome/>

Facebook: <https://www.facebook.com/brightondome>