Brighton Dome & Brighton Festival
Concert Hall
Venue Access Information
This document has been written to give you all the access information you will need for your visit to the **Concert Hall**

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Welcome

Welcome to the south coast's premier multi-arts venue at the cultural heart of one of England's most creative cities. Each year, we present and produce over 600 events spanning music, theatre, dance, comedy, literature, spoken word, visual arts, film, digital and more. In addition to the year-round programme, each May we produce England's leading and most-progressive mixed-arts celebration, the internationally-acclaimed Brighton Festival.

With a rich history spanning over 200 years (starting life as the Prince Regent's stables and riding house), Brighton Dome provides an extraordinary space in which to bring the arts alive. A hub for artists across the region, Brighton Dome commissions and supports both emerging and established artists and companies, enabling them to develop, take risks and deliver work of the highest quality. Read about our Associate Artists and programming partners. Brighton Dome is committed to bringing all sorts of art to all sorts of people. By offering imaginative new ways to discover and participate - from Saturday morning singing to theatrical make-up workshops - we aim to inspire creativity in people of all ages with experiences to remember.

We're committed to making a visit to Brighton Dome easy and enjoyable for as many people as possible.

We regularly programme music, theatre and dance performances for adults and young people with a range of access needs in mind - including BSL interpretation, relaxed performances, touch tours, productions by disabled artists, and a partnership with a Brighton learning disability arts charity Carousel.

A list of assisted performances can be found here: http://brightondome.org/access/assisted_performances_and_events/

Brighton Dome is supported by Brighton & Hove City Council and Arts Council England.

Brighton Dome comprises three performance venues:

The Concert Hall, Corn Exchange, and Studio Theatre

A major renovation of Brighton Dome Corn Exchange and Studio Theatre marks the beginning of an exciting journey to restore and reunite the Royal Pavilion Estate, this started in February 2017 and will run into late 2018.

Brighton Dome Concert Hall remains open throughout the refurbishment and you may also see us popping up at partner venues and schools across the city.
The Brighton Dome Concert Hall offer:
- Accessible toilets
- Accessible lifts
- Ticket office with low level counters
- Ticket office – induction loop
- Venue bar with low level counter
- Sennheiser radio frequency systems
- Staff trained in accessibility awareness
- Free ticket for a Personal Assistant (subject to availability)
- Dedicated Access Line for telephone enquiries about access

Take a virtual tour of the Concert Hall, select the venue below

Brighton Dome Concert Hall virtual tour

Booking Information

Online
You can book online 24 hours a day for any event that has a ‘Book Now’ button. You can choose to either select your own seats using the seating plan or simply use the 'Best Available Seats' option. Events without a ‘Book Now’ button are either non-ticketed events or fully booked. Please note: to book a wheelchair position you will need to call our ticket office

By phone
01273 709709
Monday - Saturday 10am - 5pm

In person
Monday - Saturday 10am - 5pm

Brighton Dome Ticket Office
Brighton Dome Concert Hall
East Gates
Church Street
Brighton BN1 1UG

If you have a specific ticketing enquiries please email tickets@brightondome.org

All methods of bookings are subject to a per order booking fee

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

Tel: Ralph/Josh 01273 261 541 / Sarah 01273 261 525

Email: access@brightondome.org, Monday – Friday 10am-6pm
Ticket Office

Our Ticket Office provides:

- Level, step free entry
- Door width: 157cm / 62in
- A push-pad automatic door, button location the right of the door, low level (coming soon)
- Low level counter
- Induction loops
- Seating
- Staff trained in disability awareness
- Information in large type by request
- A magnifying glass
- Pen and paper are available on request
- The floor is vinyl and level throughout
- Fluorescent strip lights and uplighters on walls
- Background music maybe playing

Ticket office entrance – see location top left of map
Concert Hall, east gate entrance, go through the door and turn right for ticket collection

Brighton Dome & Brighton Festival Ticket Office outer door entrance
Ticket Office inner door entrance

Ticket Office low level counter
Tickets and Access Assistants

- Concessionary priced tickets, where available, are offered to people with disabilities.
- Additionally, any customer with disabilities 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 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 customer with access requirements.
- Please note that free tickets are subject to availability so please book early to avoid disappointment.
- We encourage our customers to discuss any 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 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.
- If you would like to visit the venue before the event you are attending the Visitor Services team will happily arrange this for you too.
Wheelchair users and those with Mobility Issues

Positions & Maximum Number of Wheelchair Users

Each venue has a maximum number of wheelchair users for everyday activity. This number represents the number of wheelchair users we could safely evacuate from the building in the event of an emergency.

Brighton Dome Concert Hall: 10

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

Visually impaired customers

- Assistant 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. For further information about Assistant Dogs see later in this document for further information
- Printed materials are available in large print format from the Marketing Department on 01273 260825
- Our signage is designed to maximise 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.

Ticket collections on the day of your visit

If you have booked through the Brighton Dome website or called our ticket office and chosen to collect your tickets on the day you will need to go to the Concert Hall ticket office to collect your tickets. See ticket office section for more details. Ticket Office

For more information about tickets please follow this link http://brightondome.org/your_visit/booking_information/faq/

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](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](http://www.southernrail.co.uk) or call National Rail Enquiries on 08457 484950

![Route from Brighton train station to Brighton Dome – step free](image)

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: [http://www.buses.co.uk/page.shtml?pageid=1507](http://www.buses.co.uk/page.shtml?pageid=1507)
- The Brighton and Hove bus timetables are available online or in large print. [http://www.buses.co.uk/servicelisting.shtml](http://www.buses.co.uk/servicelisting.shtml)
- 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](http://www.journeyon.co.uk) or contact the Access Point Team on 01273 295555 email [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk)

Nearest Bus stops are;

- North Road, 2-5 minutes walk, 160 metres, buses 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](#)
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

NCP car park route to Brighton Dome

- There are 6 blue badge parking bays on ground level of the carpark (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 entrance on Church Street

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.

*Without time-limit*

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.

*With 3h time limit (no return within 1h)*

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.
Blue badge holder parking bays near Brighton Dome – see above for details
Drop off point for Concert Hall East corridor entrance, good for ticket collections

Drop off point for Concert Hall West corridor entrance
**Taxis**

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](http://www.brightontaxis.com),
Email: admin@brightontaxis.com
Tel: 01273 204060

**Brighton & Hove City Cabs:**
Web: [www.205205.com](http://www.205205.com)
Tel: 01273 205205
Text: 07528 964384

**Brighton & Hove Streamline Taxis:**
Web: [www.streamlinetaxis.org](http://www.streamlinetaxis.org)
Email: operations@streamlinetaxis.org
Tel: 01273 202020

**Shopmobility**

Brighton & 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 & Hove area.

**Federation of Disabled People**
Web: [http://www.thefedonline.org.uk/shopmobility](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.

**Seated Events**

**Wheelchair Users Attending Seated Events**

**Brighton Dome Concert Hall (CH)** - There are several positions designed for wheelchair users in the stalls area of the Concert Hall. The seats located in the Centre Stalls row Q are on a slight slope and provide excellent viewing of the stage. The seats in Row Z are at the rear of the auditorium, providing additional space for deeper wheelchairs or mobility buggies and ease of access to the toilets and foyer facilities.

**Assistance Dogs**

We welcome all Assistance Dogs to our venues and have a bowl and blanket available. They are welcome to stay with you during the performance or a member of our Front of house team will happily look after them. There is no designated spending area, however the Pavilion gardens are close by.
Wheelchair Positions – Row Q, Auditorium Right

Wheelchair Positions
Row Z – view might change depending on position
Plan of the Concert Hall auditorium seating, view from the stage. Please note we allocate 2 chair spaces per wheelchair user, the above is showing 10 positions.

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 know 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, customers should be able to 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 after the main flow of the evacuation and help the customer to safety.

Standing Events

Wheelchair Users Attending Standing Events

The Concert Hall has a designated wheelchair viewing platform which can seat 2 wheelchair users and their assistants. In this case access assistants can sit in individual chairs behind the wheelchair user.

Seating at Standing Events

- Wheelchair users or those with serious mobility issues cannot access the large standing area as there are steps down from the rear stalls.
- However, there is lots of space at the back of the auditorium to stand or for additional wheelchair users not using the platform, plus unreserved seating for those who are unable to stand.
- If your disability requires you to have a seat but you do not use a wheelchair, our Visitor Services Team can be contacted to reserve seats on your behalf.
Wheelchair users viewing platform – west side of Auditorium

Wheelchair users positions for standing gig
**General Information**

**Borrowing Brighton Dome Wheelchairs**

- Brighton Dome has two wheelchairs which are available to customers to use for short term loan during events. Specific requests should be directed to the Visitor Services Team
- This service is free of charge

**Temporary Disabilities**

- For those people who may have a temporary disability (such as a broken leg) we will endeavor 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**

- The Concert Hall is fitted with a Sennheiser RADIO FREQUENCY System which provides coverage to all areas of the Concert Hall as well as exceptional sound quality.
- Visitors should reserve the units via the Ticket Office when they book their tickets. Please tell us if you require either a neck loop (which is used in conjunction with a hearing aid) or earphones to use with the pack. If you prefer you can bring your own earphones to plug into our units.
- Simply collect the unit (as you would a ‘tour guide’ radio pack at a Gallery or Museum) and a headset from the Ticket Office upon arrival at the venue.
- We politely request that you arrive at the venue at least 15 minutes before the performance to allow us to issue your unit in good time.
- We will take your details, along with a cash deposit of £20, which is returned to you when you bring the unit back to the Ticket Office after the performance.

**Visually Impaired Customers**

- Assistance 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 maximise 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.
Find your way around Brighton Dome

* Café-bar opening times: 10am-6pm Monday-Saturday + evening performances
* Brighton Dome Tickets opening times: 10am-6pm Monday-Saturday
* Ticket Collection areas in Concert Hall, Corn Exchange, and Studio are open 45 minutes before performances
Brighton Dome Concert Hall

- The entrance to the Concert Hall comprises of 2 gate ways, followed by 2 sets of internal doors, all of which will be in the open position from the show door times, should you wish to gain entry before this time please contact the Visitor Services Team
- West gate front door width: 150cm / 59in
- East gate front door width: 154cm / 60in
- There is level access through the front doors of the Concert Hall into the Café Bar area
- Once through the front doors of the west gates straight ahead will take you to the Auditorium, left will take you to the café bar
- Once through the front doors of the east gates straight ahead will take you to the Auditorium, right will take you to the café bar
- Music may be played in this area
- Seating is available with and without arms
- Announcements about the event you are attending may be made in the café bar
- The café bar, mezzanine area and corridors are mainly lit with halogen bulbs with one section above the main bar being lit with fluorescent tube lighting
- There are also some LED strip lights in the Café Bar that may change colour
- The floors are mosaic in the entrance corridors, marmoleum in the Café Bar area and carpet in the auditorium

Looking down Church Street at the East and West entrances to the Concert Hall
Concert Hall, west corridor

Concert Hall, East gate entrance
Concert Hall, East gate entrance

Concert Hall, East corridor
Stairs from mezzanine bar level to circle right landing
Number of steps: 15
Width: 190cm / 74in
Hand rail on either side

Stairs from West corridor to mezzanine bar
Number of steps: 16
Width: 195cm / 76.77in
Hand rail either side
Stairs from mezzanine bar landing to circle left landing
Number of steps: 11
Width: 165cm / 64in
Hand rail on the right going up

Stairs from east corridor to mezzanine bar landing
Number of steps: 19
Width: 165cm / 65in
Hand rail on the right going up
Stairs from mezzanine bar landing to circle left auditorium doors
Number of steps: 5
Width: 185cm / 72in
Hand rail on the right going up

Concert Hall Theatre Lift to mezzanine and circle
Door width: 90cm / 35in
Lift width: 160cm / 62in
Lift depth: 140cm / 55in
Lift max weight: 1000kg / 157 stone
• No music is played in this lift
• A voice announcement with tell you what floor you are going on and which direction you are travelling in
Toilets and Accessible Toilets

The main toilets for the Concert hall are behind the bar in the foyer and can be accessed from the east and west corridors. There is also a second set on the circle right level.

Accessible Toilet Information

There are 3 accessible toilets in the Concert Hall, a RADAR key can be requested from FOH staff located nearby or from the bar staff. 2 are located in the stalls – shown below and 1 located in the circle within the door lobbies into the Auditorium.

Map showing Accessible Toilet in the Concert hall stalls
**Stalls right Accessible Toilet**
Located through the first set of auditorium doors in the door lobby off the west corridor, a FOH stewards is stationed on these doors during show times who can assist you
- Door Width: 86cm /33in
- Turning space inside: 160cm x 110cm / 62in x 43in
- Transfer side: left
- Transfer space: 80cm /31in
- Toilet height: 45cm /17in
- Grab rails: to right, drop down rail on left, on door
- Sink height: 71cm /27in
- Space under sink? Yes
- Colour contrast between surfaces - grey strip running waist height around room
- Lighting: bulb enclosed by white opaque cover
- Mirror: Over sink and full length

**Stalls left Accessible Toilet**
Located off the east corridor and to the left of the main toilets, this is the best one to use when the Auditorium is closed, follow main toilet signage
- Door Width: 90cm /35in
- Turning space inside: 110cm x 110cm / 43in x 43in
- Transfer side: left
- Transfer space: 75cm /29in
- Toilet height: 45cm /17in
- Grab rails: to left, drop down rail on right, on door
- Sink height: 91cm /35in
- Space under sink? No boxed in
- Colour contrast between surfaces – grey strip running waist height around room
- Lighting: bulb enclosed by white opaque cover Mirror: over sink and full length
• **Circle Right Accessible Toilet**

Located on the circle right level through the first set of auditorium doors in the door lobby, a FOH stewards is stationed on these doors during show times who can assist you

- Door Width: 89cm /35in
- Turning space inside: 180cm x 130cm / 70in x 51in
- Transfer side: Left
- Transfer space: 90cm /35in
- Toilet height: 45cm /17in
- Grab rails: to left, drop down rail on right, on door
- Sink height: 70cm / 27in
- Space under sink? Yes
- Colour contrast between surfaces – grey strip running
- waist height around room
- Lighting: blub enclosed by white opaque cover
- Mirror: over sink and full length

They all offer:

- Radar key
- Level entry
- Smooth, anti-slip floor
- Well lit
- Lever taps
- Clear space under sink
- Low door hook
- User friendly lock
- Coloured toilet Seat
- Grab rails
- Emergency pull
- Doors can be opened from outside in an emergency
- Baby changing facilities
- Clear signage to all toilets

**Changing Places**

Fully attended [Changing Places](#) toilet can be find at The Colonnade, Madeira Drive, Brighton Seafront BN2 1TW

The opening hours are:

09:00 to 18:00 (October to day preceding Good Friday)
08:00 to 20:00 (Good Friday to end of September)
Sound and Light

Sound levels
Loud noise can cause permanent hearing damage. Complimentary hearing protection is available from any member of staff. We do not recommend bringing children to music events without bringing specific hearing protection designed for children with you.

Strobe lighting
- Strobe lighting, lighting that produces stroboscopic effects, smoke machines and other theatrical effects may be used during shows in our venues.
- If you have concerns about any of these elements being in a performance that you are coming to see please contact the BDBF access line on 01273 261541/525 (Open Monday - Saturday 10am-6pm) who will be able to confirm what effects will be in use.
- Please note that this may not be instantaneous as we may need to contact the promoter to get more information.

Food & Drink
- The main bar which is open during event times is located in the space between the east and west corridors, from the west corridor turn left, from the east corridor turn right
- The 2nd bar is located on the mezzanine area. Depending on the performance you are attending this bar may not be open
- There is a low level counter at the main bar
- The area is well lit and has level non-slip flooring
- There may be music playing in this area
- The tables and chairs are café style and can be moved
- The black chairs in this area have arms, the red chairs do not
- There is a long snake shaped sofa that runs from the west to east of the room
- All bar prices and menus are available in large font on request
- Snacks such as crisps and sweets are available from the main bar when the food counter is closed
- T-loops system on café bar and main bar
Café bar – View from the west corridor, food counter on the left, main bar on the right

Food counter in the Café Bar
Main bar low counter – west side

Main bar low counter – East side
**Emergencies**

**Personal Evacuation Plans**

If you wish to discuss a Personal Evacuation Plan with the venue Manager before your 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 and to be able to use these chairs in an emergency you will need to be able to transfer.

**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 Epione 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 scooter 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