

VGA Brighton x Brighton Dome - FAQs

What is Van Gogh Alive?

Van Gogh Alive is not an art exhibition in the traditional sense. It is an immersive multimedia art experience which combines high definition projections of Van Gogh's paintings with digital surround sound. Imagery and animations are projected at a scale that offers visitors the ability to see the details of the artist's work like never before. More than 3,000 images transform each surface. However, there are no physical original works by Vincent Van Gogh on display

When should I arrive?

Your ticket is valid for entry at any time within your half hour window, which will be displayed on your ticket. Due to the popularity of the experience we may not be able to accommodate you if you arrive outside of your ticket session.

How much time do I need to see the experience?

Individual visit times will vary, but most visitors can anticipate spending 60 – 90 minutes. The main feature of the exhibition lasts approximately 45 minutes.

ACCESS

Do you offer free tickets for Carers/Personal Assistant?

Yes, those purchasing a ticket who require a Person Assistant can access one for free of charge.

How do I book a Personal Assistant ticket?

Personal Assistant tickets are free for those that require them; please follow the link below to our Access scheme and details of the evidence needed to access a complimentary ticket.

https://brightondome.org/access/access_scheme/

To book a ticket for a Person Assistant please contact Brighton Dome's Ticket Office on 01273 709709

Can I access with a pushchair or wheelchair?

Yes, the route is fully accessible and is suitable for strollers and is wheelchair accessible. The Van Gogh Alive Experience is accessible for wheelchair users – however no wheelchairs are available to loan to visitors. Access tickets will be sold at a concession rate and carer tickets are free of charge.

A lift is also available to get between floors. For detailed information please contact access@brightondome.org

Is Van Gogh Alive suitable for those with access needs?

There are many accessible elements built into the design of this inspirational exhibition, including specific features to support visitors who are Deaf or Hard of Hearing, Visually Impaired or have additional needs.

Is there sound? Will there be captioning if so? Is audio description available?

The main gallery experience is curated with digital surround sound. We have a number of dates and times dedicated specifically for hosted accessible experiences, including **Audio Described Tours**, **BSL Interpreted Tours** and **Relaxed Experiences** (which are also BSL Interpreted and Audio Described). For more information please contact access@brightondome.org

Can I get early access for those with Autism or anxiety?

For more information or to arrange a time to visit prior to your booking please contact access@brightondome.org. We also have relaxed sessions specifically for those with accessible requirements such as autism and anxiety.

Can I bring my dog to the exhibition?

Unfortunately we are not able to allow dogs, or other pets, into the exhibition. Assistance dogs are welcome and we can arrange for them to be looked after if needed. A water bowl is available.

Is there a quiet space that I can use?

Yes there is a quiet space available, any member of our Front of House team will be able to help you on the day.

Is there an accessible toilet available?

Yes there are accessible toilets on all levels, our FOH team will hold a radar key if you require one.

Is there a Changing Places toilet available?

We do not have a Changing Places toilet, please click on link below to available Changing Places toilets in Brighton, the closest one is The Colonnade, Madeira Drive, Brighton, BN2 1EN

<https://www.brighton-hove.gov.uk/libraries-leisure-and-arts/public-toilets/changing-places-public-toilets>

For information about travel and getting to the venue please go to our website

https://brightondome.org/your_visit/getting_here/

For information about blue badge parking click the link below

[Blue badge parking](#)

I am Visually Impaired - what can I expect from an Audio Described experience?

On designated dates we offer Audio Described Experiences.

If you attend these, you will meet the describer, Jonathan Nash of Sightlines, at the meeting point at the foot of the accessible entrance ramp. Your audio describer will be on-hand from arrival and throughout your visit to answer any questions or concerns. You

will be offered a pair of stethoscope style headphones, through which a live audio descriptive guided tour will be given, in order not to disturb or interrupt the experience for other visitors.

There will be a touch tour as part of these Audio Described Experiences. There is a three dimensional representation of one of Van Gogh's famous paintings, which you are invited to enter and explore. We will guide you to the Touch Tour location, before entering the Sensory4 immersive experience.

Will there be places to sit down?

Yes, due to the nature of the exhibition there is a limited amount of seating, however our Front of House team will be on hand and will be able to provide additional seating if needed. There is also a café area where you are welcome to rest.

Will there be relaxed performances? What does this look like?

There are specific days for relaxed performances, these can be seen on our website soon or you can contact access@brightondome.org for more information.

Is there accessible information about the exhibition?

We have an introductory information video in BSL and also audio information about Van Gogh Alive.

When you enter the experience, there are 16 posters about Van Gogh's life and work. Each poster has a QR code to access either recorded BSL translation or Audio Description of the text.

There are Deaf-led live guided tours of the exhibit delivered in BSL by a local visual artist; and Audio Described live guided tours hosted by Sightlines.

We have created an Easy Read Guide, Visual Story and Accessible Information Pack for those with additional needs.

Please be aware that there are areas of the exhibition that will be dark. This affects visual communication and for some people could affect your balance. Please inform staff if you need support or assistance.

Is it suitable for children?

Yes, the exhibition has been designed to appeal to all ages. There is no minimum age to visit the exhibition. Children under 5 years old are admitted FREE of charge when accompanied by an Adult. They still need a ticket so we can manage numbers safely.

Child tickets (aged 5-17) start from £17.

Can I take photos and videos?

Yes, you are more than welcome to take photos and videos inside the experience. Please be considerate of other visitors when taking photos.

When posting images and comments on social media, please use the hashtag #vangoghalivebrighton so more people can see the exhibition through your eyes. Please be advised that flash photography is not permitted inside the SENSORY4™ gallery.

Are food and drink available inside the experience? Am I allowed to bring my own?

Yes, there is a delicious array of food and drink available in our café and restaurant which is located within Brighton Dome.

Please note, no outside food or drink will be allowed inside the venue, no food or drink is permitted in the exhibition areas.

Is a visual story available?

Yes a visual story is currently being developed by our team and a link will be posted to our website when it's ready. To register your interest please email access@brightondome.org and we will send you a copy when it's available.

Is a cloakroom provided?

No cloakroom will be provided so all bags and items must be carried with you inside the exhibition. Large bags and suitcases are not permitted. We therefore recommend bringing small, easy to carry bags.

Bag searches will be in operation.

What is the best way to see the experience?

We encourage you to move around freely to view the experience from different perspectives, always mindful of other visitors in the venue and following any safety guidance in place. You are able to sit, stand on or interact with the floor screens but please do not touch any of the upright screens.

What is Sensory 4™?

Developed by Grande Experiences, SENSORY4™ is a unique technological system that combines multi-channel motion graphics, cinema quality surround sound and up to forty high-definition projectors to provide one of the most exciting multi-screen environments in the world.

Will there be a gift shop?

Yes! Feel free to visit our gift shop, and discover some uniquely selected Van Gogh inspired products.

GENERAL TICKETING

Do I need to purchase a ticket?

Yes we strongly recommend you book tickets online in advance of your visit. To ensure a comfortable and safe visit for all visitors, access to the experience is by timed entry. Group bookings – booking fees do not apply. Get in touch with us to arrange Group tickets.

Where can I buy my tickets?

Brighton Dome is the official ticketing partner of Van Gogh Alive Brighton. Only tickets purchased through Brighton Dome's website or via one of their affiliate partners will be

valid for Van Gogh Alive Brighton. Tickets can be purchased via the Van Gogh Alive and Brighton Dome websites.

Can I buy tickets at the venue?

Tickets can be purchased at the event for non-sold out entry times and you can buy tickets at the Brighton Dome ticket office on Church Street Monday - Saturday, 10am - 5pm. However, advanced booking is highly recommended as you will have a better chance of securing your preferred time slot.

Can my tickets be exchanged, modified or refunded?

All bookings are considered confirmed and final at the time they are made.

Is my ticket valid for another day?

Tickets are purchased for a specific time slot and will not be valid for entry on another day or time. This is required so we can ensure a limited number of visitors within the venue, and to offer you the most memorable and safe experience. We cannot guarantee access to the experience outside the hours indicated on your ticket.

What proof do I need for student / OAP tickets?

A valid ID to prove your status as a student or senior citizen may be required at the venue.

Can I access the gift shop without having a ticket for the exhibition?

No, you will need to purchase a ticket to access the venue, exhibition and gift shop.

Contact Information

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

Telephone:

Box office: 01273 709709

Opening times

<https://brightondome.org/your-visit/booking-information/booking-information/>

Access / Visitor Services Team: 01273 261541

Email Tickets: tickets@brightondome.org

Access / Visitor Services Team: access@brightondome.org

Website: www.brightondome.org