

The Arts by the Sea festival Accessibility Guide

The 2019 festival takes place between 27th and 29th September. It is a free event and is in Bournemouth Gardens, Square, Seafront and outside the Town Hall.

The aim of this guide is to give you information about getting around the festival. If you have any further queries, please contact us at arts.bournemouth@bcpcouncil.gov.uk or call on 01202 454746

Getting here



Public Transport

The closest bus stops are on Gervis Place, directly in front of Bournemouth Square. There is direct level access to the Central and Lower Gardens, Town Square, Town Hall, Bournemouth Pier and Beaches. The bus stop is 0.1 miles / 0.2 km from the festival.

The nearest train station is 1.5 miles / 2.4 km from the festival.

There is a bus station and a taxi rank outside the train station (platforms 3 and 4 exit). Most buses will take you into the Town Centre via Bournemouth Square (Gervis Place).



Taxi

Taxi Companies that have wheelchair accessible vehicles are:

United Taxis 01202 556677

Star Radio Cars Ltd 01202 39191

Mobile Radio Cars 01202 518000

Approaches and entrances to principal locations

There is level access to performances taking place in Bournemouth Gardens from the Town Square.

The Seafront can be accessed through the Lower Gardens (via Pier Approach).

You can view performances outside the Town Hall from level access space in Bourne Avenue. There is also an Accessible Viewing Area in the Town Hall Car Park on the right hand side as you face the Town Hall. This can be accessed up a slope.

Accessible parking and drop-off points



Parking

There are several car parks in the town centre near the festival site. The closest car park with the most level access is the Pavilion Car Park, Westover Road. All car parks have accessible parking spaces. Parking is not free. More information can be found here:

<https://www.bournemouth.gov.uk/Parking/FindaCarPark/CarParks/CarParks.aspx>

Drop off points are:

- ❖ Pavilion car park (use the external lift on the right side of the building to reach Pavilion Terrace, then access Lower Gardens via level access pavement under the flyover).
- ❖ Bournemouth Pier bus stop (level access to Pier Approach next to the Bournemouth International Centre (BIC)).
- ❖ The BH2 leisure complex in the town centre has parking and is adjacent to the Lower Gardens with level access into the Gardens.

Levels and gradients

The festival locations of Town Square, Lower and Central Gardens and Seafront are all on the level. The Town Square is the easiest place to access these locations. Access from other points (e.g. Westover Road) may involve some slopes.

The Town Hall has a medium gradient slope to access the Accessible Viewing Area.

Signage

The performance areas are zoned and numbered 1 to 12. There are large numbered flags in each zone area.

The Changing Places Toilet, Quiet Space and Accessible Viewing Area are signposted by flags and numbered 13-15 on the festival map.

The Information Point (a bus) is located in the Town Square and signposted by a flag.

Lifts



Pavilion lift

You can find the lift on the right-hand side of the Pavilion as you face the front of the building on Westover Road. It gives access from the Pavilion to the Pavilion Terrace overlooking the Gardens. Access to the Lower Gardens and beach from Pavilion Terrace is past Pavilion Dance South West, down a slope and under the flyover to Pier Approach.

The lift is wide enough for one full size wheelchair but may not be wide enough for a large electric wheelchair or mobility scooter. The lift buttons have raised numbers or letters.

There is a cafe on Pavilion Terrace which is only accessible via a slope near the flyover. The café has outside seating and staff will clear an accessible route if there is any obstruction.

For more information on using the lift and accessible routes around the Pavilion, please visit their website or contact the venue:

<http://www.bournemouthpavilion.co.uk/tickets/accessibility/>

Accessible WC's and Changing Rooms Facilities



The festival has a temporary *Changing Places* toilet provided by Migloo, including a toilet, hoist and gantry, wash basin, changing bed and privacy screen, within a 4.5m x 3m shelter. This *Changing Places* toilet is staffed should you need assistance. It is in the Lower Gardens near Pier Approach and has level access.

Public toilets

Middle Gardens has a permanent *Changing Places* toilet in the public toilet block. This includes a wall-mounted height-adjustable adult-sized bench, a ceiling hoist, peninsular toilet, height-adjustable wash basin, non-slip floor, privacy screen and emergency alarm. The floor space is 12 sq. m. This *Changing Places* toilet has an attendant to service the facility between 9:00 – 18:00. If the attendant is not visible there is a button to call the attendant. From 18.00 – 19.30 the facility is opened via a radar key. The facility closes at 19.30.

There are also accessible toilets around the festival site:

- ❖ Debenhams
- ❖ Bournemouth Central East Promenade, next to Harry Ramsden's
- ❖ Pier Entrance
- ❖ Richmond Gardens, Floor 1 multi-storey car park
- ❖ Bournemouth Library, The Triangle

There is also an accessible toilet at Bournemouth Station, next to the National Express ticket office.

Quiet Spaces

The festival has a designated Quiet Space (a small gazebo with some camping chairs) located in the Lower Gardens near Pier Approach. It has level access. It is signposted by a flag.

Assistance Dogs

Assistance Dogs (and all dogs) are welcome in all areas of the festival site (outside the Town Hall, in Central Gardens, Middle Gardens, Lower Gardens, Town Square and Pier Approach). Between 1 May and 30 September, dogs are not allowed on the majority of the beach and must be kept on a lead on the promenades and paths at all times. For exact beach locations where dogs are permitted visit the BCP Council website.

<https://www.bournemouth.gov.uk/AttractionsLeisure/BeachesandWaterfront/BeachGuidelines.aspx>.

Assistance dogs are also welcomed in Roundabout, although please let us know in advance by contacting the Ticket Office on 01202 280000. We do ask that you provide proof that any dog is registered with an organisation that is a member of **Assistance Dogs UK** or equivalent.

Hearing Induction Loops and Captioned Performances

We do not have any Hearing Induction Loops or Closed Captioning for the outdoor performances at the festival.

Roundabout has a built in T-loop available for every performance. Just ask our friendly Front Of House staff, and switch your hearing aid on to use it.

Roundabout performances will be closed captioned on tablets due to the limitations of the space. We have an on-going partnership with **Stagetext** to ensure our captioning service is as up to date as possible. The Ticket Office requires 7 days' notice (01202 280000).

Performance Specific Access Information

All performances at the festival are free and unticketed EXCEPT performances at the Roundabout pop-up theatre in Middle Gardens. For tickets and accessibility information for Roundabout, see below or contact the Ticket Office on 01202 28000.

1. Town Hall: Accessible Viewing Area

There is an accessible viewing area for performances of *Hotel D'illusions* outside the Town Hall (Saturday 28th at 19:00, 20:00 and 21:00, Sunday 29th at 19:00, 19:45 and 20:30). This area is signposted with a large flag and festival volunteers will ensure that a pathway is clear for access. There is a slope leading to the Accessible Viewing Area. Personal assistants and friends can sit with wheelchair users. A small number of camping chairs are provided.

2. Virtual Reality Playground

This is an interactive performance. Wearing a VR headset and sitting on a playground swing, the participant will see and propel themselves through colourful, abstract, virtual worlds including leaping a tall building and escaping a deep abyss. An adapted swing, suitable for use by wheelchair users is available.

3. Roundabout.

Roundabout is a pop-up theatre venue located in Middle Gardens for duration of the festival. Performances take place inside this venue.

Wheelchair and limited mobility access

Roundabout is fully accessible for wheelchair users and is always popped up on a step-free site. We can accommodate up to two wheelchair users per performance by removing 5 seats per wheelchair on the front benching, so wheelchair users are seated on the front row, please inform Ticket Office. Companions are provided with a seat next to the wheelchair user.

Carer/PA support

If you are unable to access the performance without support from a carer or personal assistant, we offer a complimentary ticket for your support companion. Please note: complimentary companion tickets not available online, please contact Ticket Office.

T-Loop

Roundabout has a built in T-loop available for every performance. Just ask our friendly Front Of House staff, and switch your hearing aid on to use it.

Captioned performances

Roundabout performances will be closed captioned on tablets due to the limitations of the space. We have an on-going partnership with Stagertext to ensure our captioning service is as up to date as possible. Our Ticket Office requires 7 days' notice.

Medical requirements

We welcome attendees who may require medicines, food, drinks or medical equipment to manage a medical condition, and there will always be a trained First Aider at the venue or on site.

Assistance dogs

We welcome assistance dogs, though we do ask that you let us know in advance by contacting Ticket Office, and provide proof that any dog is registered with an organisation that is a member of Assistance Dogs UK or equivalent.

How to get further advice

If you have any further queries, please contact Leigh Hayler from the Arts by the Sea festival team at arts.bournemouth@bcpcouncil.gov.uk or call on 01202 454746.

If you have queries specific to Roundabout, please call the Ticket Office on 01202 280000.