



# Brighton Centre Access Statement



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# Introduction

The Brighton Centre is a multi-purpose venue in the centre of Brighton and is one of the largest purpose built events venues on the South Coast of England. We offer a warm welcome to everyone and aim to offer an excellent level of service to all our customers. We really want you to enjoy your time with us so if anything happens while you are at the Brighton Centre that makes you unhappy or concerned, please speak to one of our staff and ask to speak to the Duty Manager who will deal with your queries as best they can. All front-line staff have undertaken accessibility training and will do their best to ensure your visit is both enjoyable and safe.

The venue hosts a wide variety of events throughout the year including musical concerts of all genres, comedy shows, larger theatre productions such as Holiday on Ice, and public exhibitions. Full details of all forthcoming events are available on [the Brighton Centre website](#).

The main auditorium can hold a maximum of 4,270 for a seated event and up to 5,515 for a standing concert. There is a second, smaller auditorium in the Syndicate Wing (next door) which hosts occasional smaller concerts and is also used as part of the whole venue for some larger events.

The Brighton Centre offers:

- Accessible toilets
- A Changing Places facility
- Accessible lifts
- Box Office, Information Desk and bars with low level counters
- Box Office, Wristband Exchanges, Security and Information Desks with induction loops
- Staff who have undertaken accessibility awareness training
- Accessible viewing platforms
- Free ticket for a Personal Assistant (subject to evidence supplied)
- Dedicated Access Line for enquiries & booking accessible seating
- A Gold Award from "Attitude is Everything"

# Contact Us

**General Enquiries:** 01273 290131

**Access Line:** 01273 292695

**Email:** [brightoncentre@brighton-hove.gov.uk](mailto:brightoncentre@brighton-hove.gov.uk)

**Web:** [www.brightoncentre.co.uk](http://www.brightoncentre.co.uk)

**Post:** Brighton Centre, Kings Road, Brighton, BN1 2GR

When emailing us with regard to a specific requirement please include the word 'Access' in the subject line so that we can prioritise your enquiry. We aim to respond to all access-related enquiries within 5 working days.

We have two Access Champions at the Brighton Centre:

For all Box Office enquiries please email or call Katarina Jakubcova using the email address and telephone number above.

Your management contact is Rebecca Esteves. Available on **01273 292667** or by emailing [rebecca.esteves@brighton-hove.gov.uk](mailto:rebecca.esteves@brighton-hove.gov.uk)

Katarina and Rebecca are contactable via post at the above address, just mark your letter for their attention.

We are committed to equal opportunities. If you need this information in a larger font, or an alternative format, we will do all we reasonably can to help – please contact us for assistance.

This Access Statement is also available in Easy Read format. Please contact us for a copy or it is available to download from our website.

We welcome calls from customers using Typetalk.

All customer facing staff have undertaken disability awareness training.

# Opening Times

We can arrange for you to come and visit the venue when there is nothing on if you think it would be helpful to familiarise yourself with the building before you attend an event at the Brighton Centre. Please contact us via your preferred method and we'll be happy to assist you.

## Box Office

The Box Office is open **Monday to Saturday 10am-4pm** and until the main act has gone on stage on event days. We are closed on Sundays and Bank Holidays unless there is an event on, when we will usually open from 4pm until the main act has gone on stage.

The Box Office is available for over the counter bookings and also answer the dedicated access telephone line, letters and email enquiries.

## Access Line and Email Enquiries

The access telephone line is open to callers from **Monday to Saturday 10am-4pm** and until the main act has gone on stage on event days. The line is closed on Sundays and Bank Holidays unless there is an event on, when it will usually open from 4pm until the main act has gone on stage. Email enquiries are also answered during these times. If your enquiry is urgent please mark it as such and include the word "access" in the subject title.

Out of hours there is an answering machine facility so please do leave a message and we will get back to you.

There is an automated response on our email inbox so you will be notified when your email has been received. We aim to answer all enquiries within 5 working days.

## Event Days

On event days Monday to Saturday the Box Office will open at 10am and on Sundays at 4pm, and close once the main act goes on stage.

The approximate running times will be listed on the event's dedicated page on our website and posted out via our social media channels, this will include the door opening times and curfew (when the building will close). You are welcome to call us to find out this information.

As a general rule for shows, the doors usually open at 6:30pm and our curfew is 11pm. Matinee shows vary but the information will be available on our website. Please note that sometimes we do not get the running times until the day of the show and they are always subject to change.

Our Early Entrance Policy is available on **page 26**.

# Access Address Book

We use an Access Address Book at the Brighton Centre as part of our continued efforts to develop the venues accessibility. This new system has been designed to help our team better understand our customer's needs and accommodate their requirements to ensure that the booking process is easier for you and more comprehensive for us.

Until we launched the Access Address Book we allocated accessible seating and particularly free Personal Assistants tickets, via an honesty system, we did not ask for proof of eligibility, and subsequently the system was open to abuse. In order to prevent such abuse and ensure these tickets are available only to customers with a legitimate need we decided to change the way we manage these bookings.

The implementation of this system means that we are now able to provide a greater number of tickets for our customers and identify areas of strength, and where we might need to improve. For those who require the aid of a free Personal Assistant it means greater ticket availability and for those who visit us independently it will ensure that we find the best location possible to ensure they enjoy the event.

If you do require assistance when visiting the Brighton Centre we do offer free Personal Assistant tickets in such cases. A significant advantage of this system is that, by registering eligibility for a free ticket, we are able to issue more tickets rather than old system where the amount was capped per event however, it does mean evidence is now required to be eligible for a free Personal Assistant ticket.

If you'd like further information on our Access Address Book we've included a helpful guide on **pages 37 – 39** of this document, and the Access Requirement form on **pages 40 – 44**. Alternatively they're available to download from our website here:

[What is the Access Address Book? \(word\)](#)

[What is the Access Address Book? \(pdf\)](#)

[Access Requirement Form \(word\)](#)

[Access Requirement Form \(pdf\)](#)

Or you can request them via email or post, our contact details are available on **page 5**.

# Booking tickets and accessible areas

## Tickets

Tickets for all events can be booked in a number of ways:

- **By phone:** call our access line on **01273 292695**. This is a dedicated number for customers who have access requirements. The number connects directly with our Box Office staff who have an excellent knowledge of the venue and the layout of the seating. No booking fees apply.
- **By email:** send your enquiries to [brightoncentre@brighton-hove.gov.uk](mailto:brightoncentre@brighton-hove.gov.uk). Please include the word 'Access' in the subject line of your email so we can prioritise your email and respond as soon as possible. If your enquiry is urgent please mark it such. No booking fees apply.
- **In person:** at the Brighton Centre Box Office, located at the front of the venue on the seafront. No booking fees apply.
- **By post:** you're welcome to write to us but please be aware the process will be slower and we'd advise not doing so for a 'popular' show in case it sells out before we get your letter. Mark correspondence FAO Box Office Access Champion, Brighton Centre, Kings Road, Brighton, BN1 2GR. Please do not send cash through the post, we'll advise the best method for payment in our response.

Opening times for the above booking facilities are detailed above on **page 6**.

24hr booking facilities are available via Ticketmaster both online and over the phone. However, we ask that if you have an access requirement, contact us directly so that we can ensure you receive full guidance on our venue facilities and are able to book the best seats for your requirement.

[Information on all events can be found on the Brighton Centre website](#) and bookings can be made via the dedicated event pages where you will be redirected to the Ticketmaster website; booking fees will apply at 11.5% of the ticket price. You can also call **0844 847 1515** (24 hour automated system). This facility is run by Ticketmaster and booking fees will apply. Calls to this number cost 7p per minute plus your phone company's access charge.

## Box Office

The Box Office is on the ground floor at the front of the venue and is fully accessible with:

- A push-pad automatic door
- Low level counter
- Induction loop
- Staff can provide information in large type on request, and can also arrange for information to be made available in alternative formats
- A magnifying glass is available for customers
- Seating is available if needed by customers
- The floor surface is carpeted and level
- Staff who are trained in disability awareness

Box Office opening times are available on **page 6**.

### Brighton Centre Box Office entrance:



**Box Office low level counter:****Accessible Tickets and Personal Assistants**

For all accessible seating requirements please contact our Box Office so we can ensure that you receive guidance on our venue facilities and are able to book the best seats for your requirements. Please refer to the 'Tickets' section under 'Booking Tickets and Accessible Areas' on **page 9** for information on how to book. You may be asked to discuss your requirements with our staff directly when calling, but all information is treated with care, consideration and confidentiality.

We do offer complimentary tickets for Personal Assistants who are assisting a disabled customer in attending an event, this is an evidence based system and information is available under 'Access Address Book' on **page 8**.

Personal Assistants are expected to help with way-finding, assisting the customer into and out of the venue and auditorium, buying and carrying food and drink, and undertaking all access requirements of the person they are attending with. They are not expected to leave the customer alone for long periods of time, be unable to meet the customer's access requirements, or be inebriated at the event.

## Accessible Areas

If your access needs have changed since booking your tickets please contact us and we'll do everything we can to help you but it will be subject to ticket availability.

We have up to 16 spaces available for wheelchair users for most events however, we are looking to review and hope to increase this provision.

There are up to 8 spaces on the South Balcony's accessible platform which is raised. This area is usually available on both seated and standing shows. The view from the platform is front facing and the area is stewarded. The area is accessible via both lift and stairs. The closest accessible toilet is **25 metres**.

### **Accessible platform on the South Balcony showing view of the stage:**



There are up to 8 spaces available in the front row of the West Stalls. This area is usually available for seated shows. The view from this area is side facing and is not raised. The area is stewarded. It is accessible via both lift and stairs. The closest accessible toilet is **25 metres**.

There are 8 spaces for wheelchair users available on the raised accessible platform for standing shows located in the North West corner of the standing area on the main floor of the auditorium. The platform is raised, front facing and is stewarded. For shows with stalls and standing the platform is located on the West Wall of the auditorium and has a side facing view. It is accessed via both lift and stairs. The closest accessible toilet is **30 metres**.

**Accessible platform available at standing shows:**

Tickets for the above accessible areas can only be booked via the Brighton Centre Box Office. Please refer to the 'Tickets' section under 'Booking Tickets and Accessible Areas' on **page 9** for information on how to book.

For customers who don't require seats on the accessible platforms but do have limited mobility we advise booking seats at the back of the South Balcony for standing shows wherever possible. Alternatively on seated performances, the South or Flat Stalls have direct lift access, although please note, all apart from the Flat Stalls do have some steps to access the tiered seating.

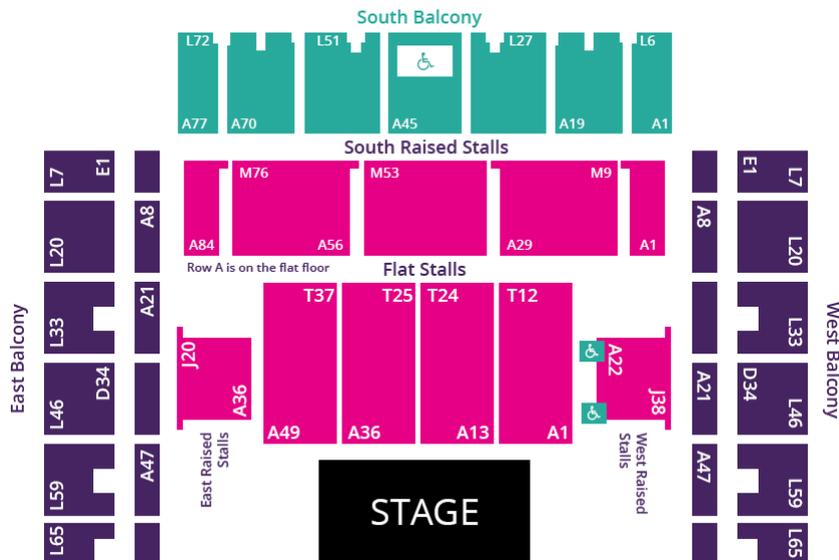
If you have limited mobility we recommend that you do not book seats in the East and West Balconies or the lower rows of the South Balcony as these areas are more difficult to access.

The Brighton Centre is a flexible venue and we're here to help; we feel any part of our auditorium can be an accessible area if it works for you and your needs. We understand that everyone's access-related requirements are different be it needing seats closer to the front, a quieter area, raised seating or front facing, so if you are unsure of what to book or for further advice and information please contact us; we'll be happy to advise you on the different options available at the venue and book you into the best seats for you.

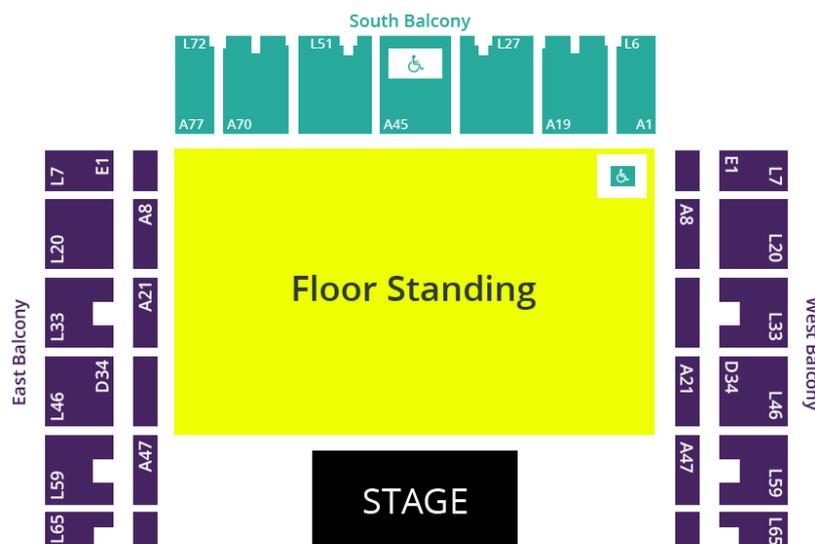
## Seating plans

Please note that the following seating plans are given as a guide only and are not guaranteed for all events. Our Box Office staff will be able to help and explain the seating plan in use for any specific events.

### Seating plan for seated concerts:



### Seating plan for standing concerts:



# Access to Performance

The Brighton Centre is committed to offering access to performance services such as British Sign Language interpreters, Captioning, Audio Description and Relaxed Performances and we are working very hard with concert promoters to provide these services if required.

For **War Horse in January/ February 2018** we have programmed in assisted performances with support from the event promoters -

a **Captioned** performance will take place on  
**War Horse:** Monday 29 January 2018 @ 7:30pm

an **Audio Described** performance will take place on  
**War Horse:** Thursday 1 February @ 7:30pm, with a touch tour @ 5:30pm

a **BSL Interpreted** performance will take place on  
**War Horse:** Thursday 8 February @ 7:30pm

Tickets are available to purchase now via the Brighton Centre Box Office. Please refer to the 'Tickets' section under 'Booking Tickets and Accessible Areas' on **page 9** for information on how to book.

We aim to provide access-upon-request to our customers who require an accessible provision to be put in place for them to be able to attend a performance but this will be subject to the request being made within a reasonable timeframe (minimum 6 weeks before the event date) and approval from the event promoter. Please contact us if you require this service and we'll do all we reasonably can to help.

We aim to have an induction loop available on all live performances, for more information see **page 32**.

# Getting Here and Parking

The Brighton Centre is located in the heart of the city on Brighton seafront. We're easily accessible via public transport and are a short distance from Brighton Mainline Railway Station, Pool Valley Coach Station, city centre bus stops and taxi ranks; we also have our own cycle racks located at the front and rear of the venue.

Our full address is Brighton Centre, Kings Road, Brighton, BN1 2GR.

## Parking

If you are arriving by car, the nearest public car parks are Churchill Square Car Park 1 which gives very easy flat access to the rear doors of the venue, and to the Syndicate Wing, and Regency Square Car Park, which gives flat, level access along the seafront to the main doors at the front of the building however, there is a step slope when exiting the car park. Please note that the car parks close to the venue can get very busy when shows finish and there may be a queue to exit.

### Churchill Square Car Park 1, BN1 2RU

Full information on the car park, including parking charges, is available on [the Churchill Square website](#).

The entrance to the car park is via West Street. We advise customers to access this from the seafront road (Kings Road) as there is no right turn available if you are coming down West Street from the top of the road.

The height restriction of the car park is **2.13** metres.

Lighting in the car park is good.

There are accessible parking bays on all levels of the car park, but customers are advised to park on the lowest level if possible (Parking Level P1). If you park on a different level you will need to use the accessible lift to take you down to Parking Level P1 in order to exit the car park.

The distance from the car park exit to the venue is approx. **30 metres**. There is level access across the road with dropped kerbs via the pedestrian crossing

next to the car park exit. Assistance is available via a call button if you need help when paying.

**Churchill Square car park exit:**



**Rear entrance to the Brighton Centre:**



## Regency Square Car Park, BN1 2FG

Full information on the car park, including a video and parking charges, is available from [the parking pages on the council's website](#).

This car park is a good option if you wish to access the Box Office and the main entrance to the venue, which are both on Kings Road, on the seafront.

The entrance to the car park is via Kings Road, opposite the old West Pier. The height restriction of the car park is **2.13 metres**.

This is an underground car park. Customers are advised to park on the lowest level for ease of exit. Please note there is no lift in the car park and a steep slope when exiting the car park.

The distance from the car park to the venue is approx. **250 metres**. There is a short incline on leaving the car park but then the journey to the venue is flat and level with dropped kerbs at each junction along the seafront to the venue.

Assistance is available via a call button if you need help when paying.

Lighting in the car park is good.

### Regency Square Car Park interior:



### Regency Square Car Park exit:



## Blue Badge parking and drop offs

There are designated Blue Badge parking bays close to the venue in West Street and Cannon Place but please note that those in Cannon Place are on a hill going down to the seafront. Blue Badge holders can park free of charge and without any time limit in these bays.

There is a lay-by in front of the venue which has double yellow lines. This is ideal as a drop-off point and there is a dropped kerb available for easy access to the pavement. **PLEASE NOTE – the dropped kerb at the front of the venue is currently not available due to road works on Kings Road.**

### Lay-by in front of the Brighton Centre:



**Lay-by showing dropped kerb in front of the Brighton Centre (currently not available due to road works):**



Blue Badge holders can also park in this lay-by for up to **3 hours** for most shows, as long as you set the clock on your badge and ensure this is clearly displayed. Please do check with the venue beforehand though, as occasionally parking in this area is suspended, and some shows will be longer than 3 hours. Please also note that this area can become very congested, especially at the end of an event when everyone is leaving at the same time.

Blue Badge holders can also park for up to **3 hours** on any other single or double yellow line near the venue as per usual Blue Badge regulations, as long as you are not on a corner or causing an obstruction, and as long as you set the arrival time on the clock on your Blue Badge.

## Taxis

If you need to book an accessible taxi we recommend the following taxi firms, all of which have accessible taxis in their fleets:

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

**Brighton and Hove Radio Cabs:** Tel 01273 204060 [www.brightontaxis.com](http://www.brightontaxis.com)

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

There are free taxi-phones that can be used to call a taxi inside the venue.

## Buses

If you are coming to the venue by local bus, the nearest bus stops are outside Churchill Square shopping centre in Western Road. This is approx. **700 metres** from the rear entrance to the venue. Please note that access is via West Street which is on a hill. All city buses operated by Brighton & Hove Buses are accessible for wheelchair users. They also operate a "yellow card" scheme where you can alert the bus driver to any specific needs (eg please tell me when I get to my stop/please wait for me to sit down before you set off). More information is available on the [Brighton & Hove Buses website](#).

## Train

If you are arriving by train you need to exit the station via the main exit at the front leading to Queens Road. From here there is step free access to the seafront and the Brighton Centre. This is approx. **950 metres** from the rear entrance to the venue. There is also a taxi rank outside the station should you need one.

## PhotoRoutes

You can see the route from Brighton Station on [the PhotoRoutes website](#). The maps also show other routes around the city.

PhotoRoutes use a simple map based system, with images of each junction, showing a step-free route to your destination. The PhotoRoute from Brighton Station to the Hilton Brighton Metropole Hotel will show you the route to the Brighton Centre, located on Kings Road, on the right, just past the junction with West Street, approx. **100 metres** before Point 8 on the map. [A direct link to this photo route is available here.](#)

## Shopmobility

There is a Shopmobility service available in Brighton. The service is available from three locations: Churchill Square Car Park, Kemptown and London Road. To book please call **01273 323239** for more information. Normal opening times are **Monday to Friday, 10am to 4pm**. Winter times are subject to change. More information is available from [the Shopmobility website](#).

# Arriving at the venue

Information on opening times is available on page **page 6** of this document; please note that show times are event specific.

When arriving at the Brighton Centre there are two entrances into the venue; on the seafront (Kings Road), and at the back of the building on Russell Road. Generally both entrances are open, but occasionally, depending on the event, it could be that only one entrance is available, in which case we will make sure that this is announced to our customers via our website and social media channels.

All entry doors into the venue are retained in the open position when events are taking place, unless there are high winds on the seafront when they will be kept closed for safety reasons but manned by a member of staff. The clear door opening width of all entry doors is **1600mm**.

For the Box Office please use the front entrance, information on the accessibility of this space is available on **page 10** of this document.

The quietest entrance to the venue is at the back on Russell Road.

## Access via the front entrance – Kings Road

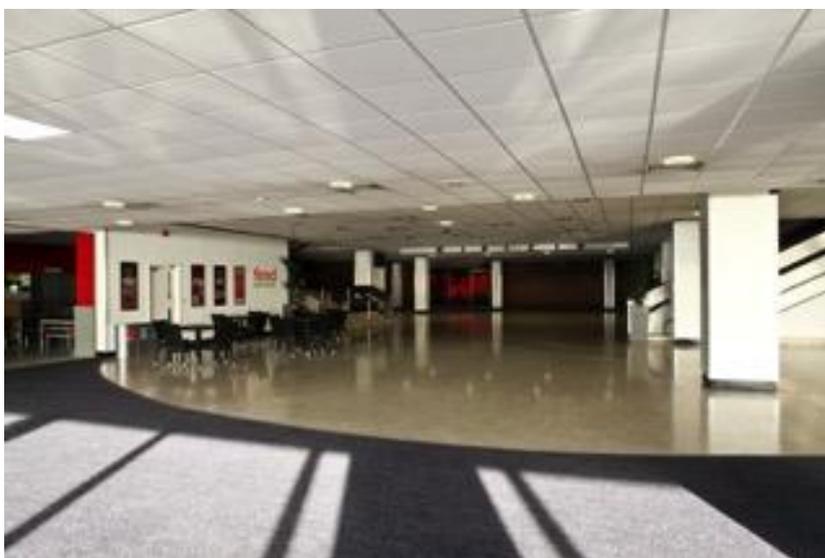
There is step-free access via the front doors of the venue into the main foyer.

The floor surfaces are all smooth and level and the lighting levels are good.

### Main entrance to the venue and the box office:



Brighton Centre Access Statement  
Version: September 2017

**Internal entrance leading to main foyer:****Main foyer:**

There are accessible lifts to take you to all floors of the venue from the main foyer.

## Access via the rear entrance – Russell Road

Access via the Russell Road doors is step-free, and there is an accessible lift to take customers to the required floor.

The floor surface is level and carpeted, and the lighting levels are good.

### Rear foyer:



## Access to the Syndicate Wing – Russell Road

Access is level to the doors of the Syndicate Wing and there is an accessible lift to take you to the first floor if required. Accessible toilets are also available on the ground floor.

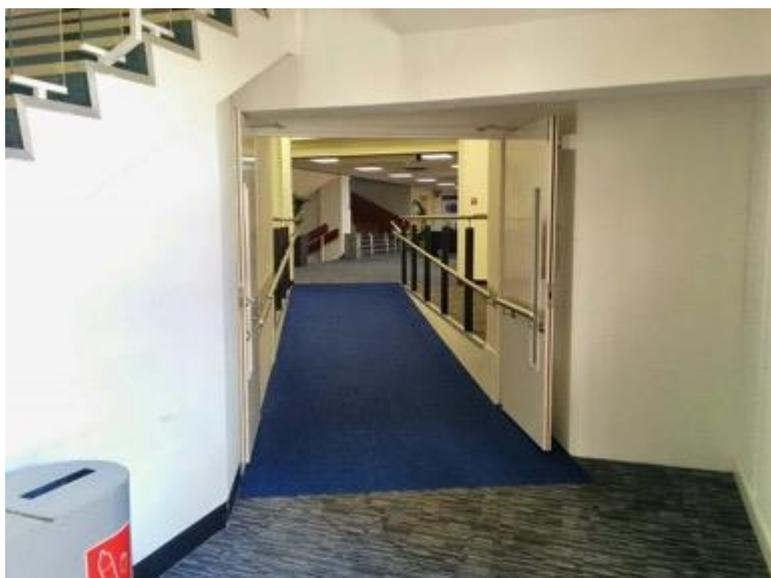
The floor surface is level and carpeted, and the lighting levels are good.

### Syndicate Wing foyer:



There is also a ramp which connects the main venue with the Syndicate Wing. The ratio of the ramp is **1:15**. The floor surface of the ramp is carpet, and the lighting levels at the ramp are good.

### **Ramp access to the Syndicate Wing:**



## **Collecting Tickets**

If you need to collect your tickets please come to the Box Office at the front of the venue. Information about the accessibility of the Box Office is available on **page 10** and opening times on **page 6**. When collecting tickets we ask all our customers to provide us with their booking reference number and, where possible, the card used to make the booking.

## **Once inside**

You'll be greeted by security and stewarding staff who will direct you via the most accessible route to your seats; if you have any questions or are unsure please ask them for additional support or to show you where any facilities you require are. The accessible platforms are stewarded as are the access seats in the West Stalls.

# Early Entrance

If you need early access into the venue before the advertised door opening times we will do all we possibly can to help, and will arrange for seating to be made available if required. Although we are not able to offer early admission to the auditorium itself, we could arrange for you to access the outer foyer area, or the VIP/Security entrance so that you can avoid any long queues, especially for standing concerts.

Generally the entrance at the back of the venue, on Russell Road, is quieter than the main entrance at the front, and there is a lift available to take you to the first floor for the main auditorium and bars.

We can also arrange for you to come and visit the venue when there is nothing on if you think it would be helpful to familiarise yourself with the building before you attend an event.

Please contact us for advice.

# Making your way around the venue

If you have any problems, questions or require additional support please speak with a member of stewarding staff or security who will be happy to assist you and answer any questions.

## Lifts:

Whichever entrance you use there are accessible lifts to take you to the floor you need.

### Sizes of all lifts are:

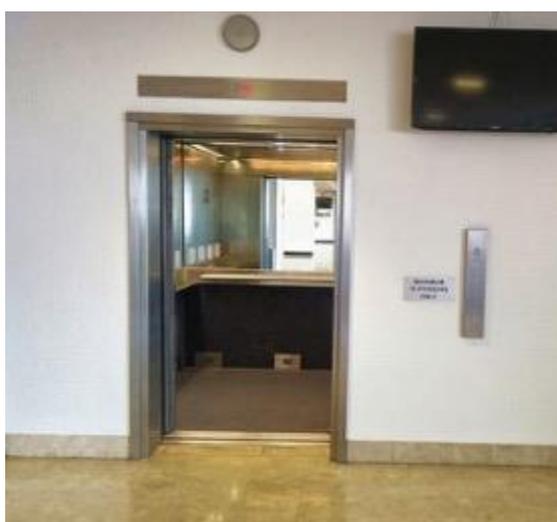
Door width – **1100mm**

Floor depth – **1700mm**

Floor width – **1950mm**

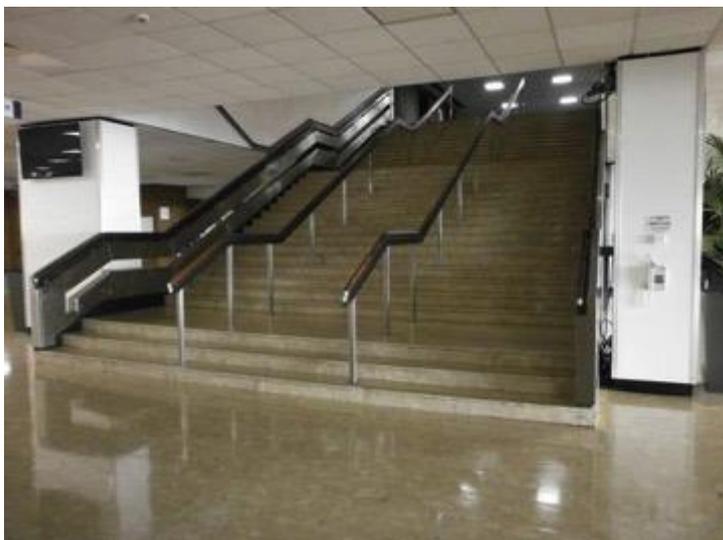
- All lifts have audible announcements for each floor level.
- The signage inside the lifts includes pictograms.
- There is currently no tactile or Braille information in the lifts.
- There is currently no inductive coupler in the lifts.

### Lift entrance:



**Lift interior:****Stairs**

There are also stairs to take you to all levels of the main venue which have handrails on both sides.

**Stairs from main foyer to 1<sup>st</sup> floor:**

### **Stairs from rear foyer to 1<sup>st</sup> floor:**



## **Auditorium 1 & 2**

There is level access into both auditorium areas. Stewards will assist when required on the stairs to tiered seating in Auditorium 1. There are no stairs in Auditorium 2.

All floor surfaces are smooth and level.

## **Syndicate Wing**

There is level access from the street into the Syndicate Wing, or there is an internal ramp which connects it to the main part of the venue. The ratio of the ramp is **1:15**.

### **Ramp access to the Syndicate Wing:**



# Accessible Toilets

There are accessible toilets on all floors in both the main venue and the Syndicate Wing.

- All toilets have level entry
- All floor surfaces are smooth and anti-slip
- All areas are well lit
- The door clear opening width to all the toilets is **760mm**
- The locks can be opened from outside in an emergency
- There is clear floor space in all the toilets up to **1200 x 1200mm**
- There is right and left hand transfer to the WC
- The space beside the WC is **800mm**
- Vertical rails are fitted beside the WC
- Most WC seats have lids
- The basin taps are lever taps
- Hot water temperature is controlled at the point of delivery
- There is a strobe light linked to the fire alarm
- There is an emergency cord
- There are colour contrasts between surfaces
- There is clear signage to all toilets
- There are baby changing facilities on the ground floor
- There are accessible toilets close to all accessible platforms

## Accessible toilet:



# Changing Places Facility

- This facility has level entry
- The floor surface is smooth and anti-slip
- All areas are even and well lit
- Extra wide outward opening door with mid rail
- The lock can be opened from outside in an emergency
- There is clear floor turning space up to **1800 x 2000mm**
- There is left and right hand transfer to the WC
- Horizontal and vertical rails are fitted beside the WC
- Mechanical bidet toilet with rail kit
- Electric rise and fall hand basin with water sensor
- Hot water temperature is controlled before the point of delivery
- There is a strobe light linked to the fire alarm
- Two emergency pull cords with internal and external reset
- There are colour contrasts between surfaces
- Rise and Fall Barella Shower Trolley

## Changing Places Facility:



## PLEASE NOTE THE FOLLOWING:

- Loop slings must be used with the two point spreader bar
- We do not supply a harness sling. You must supply a sling to work with 'ARJO HuntleighV5 Duo Lift'
- Instructions are clearly displayed inside the toilet, and available from the Box Office and Information Desk, by entering the toilet you agree to the terms of use

Max patient weight is: **150kg | SWL: 170kg**

# Food and Drink

There are two main bars available at most events. These are located on the East and West concourses that run alongside Auditorium 1. There are also cafés on these concourses. There is also a café area available on the ground floor next to the Box Office, which is open at most events.

- All food and drink areas have level access
- The clear opening door width to the café is **1600mm** and the minimum clear space opposite the doors is **2500mm**
- There is space between the furniture and clear space under the tables is **680mm**
- There are low level counters at the bars
- Tableware contrasts with the tables
- All bar and café prices are available in large font on request
- Dietary needs can be catered for, please contact us if you have a specific requirement
- All areas are well lit and the floors are level and anti-slip
- There are accessible toilets close to all the food and drink areas
- Hot food and hot drinks are not permitted in the auditorium

No cans, bottles, alcohol or food will be allowed into the venue and only food and drink purchased on the premises may be consumed in the venue but should you require the items due to a medical requirement please see information on **page 35** of this document.

## Low level counter at bar:



# Merchandise

There is a merchandise stand located in the front foyer of the venue on the ground floor. The staff are available to offer additional support if required. A lowered counter is available on the right hand side of the stand.

# Assistance Dogs

Brighton Centre welcomes assistance dogs. They can either accompany you to your seat, or venue staff will willingly look after your dog while you enjoy the event. We can provide water bowls for your dog if required. There is a designated spending area on the Ground Floor near the cloakroom through a set of fire doors into an outside area that is not able to be accessed by the general public not attending events at the venue, please ask the Information Desk Staff to show you where the area is. Alternatively waste bags can be disposed of in bins outside the front entrance on the seafront and at the back on Russell Road.

# Induction Loops

We do have an induction loop in the main auditorium and will always put in an advance request for the production team to provide us with a feed so that we can have it on during the event. However, this is subject to the agreement of the event organisers. Sometimes due to the nature of the sound system it is not always possible to have induction loops available. Therefore we cannot guarantee if it will be operational for every event.

Please contact us so we can find out for you if it is available for a particular concert or show.

There are induction loops available in the Box Office, on our Information Desk, at wristband exchange points and at our Security Desk. Hearing aids need to be switched to the T position in order to receive the signal.

We welcome calls from customers using Typetalk.

## Sound Levels

We have little influence in the running of live music events when it comes to sound levels. Artists generally travel with their own sound and lighting systems and their engineers control them throughout the event. We do monitor both sound quality and decibel output and we will advise production crews when necessary, although we will not be able to turn the volume down unless it is breaching legal limits. Ear plugs are available on request.

## Strobe Lighting

Please also be aware that some shows will contain strobe lighting or smoke effects. Signage will be available in the venue to advise customers of this. Please contact us before booking tickets if this is an issue for you, and we will contact the promoter on your behalf to check.

## Quiet Spaces

The Brighton Centre is a compact venue and therefore does get very busy however, some areas are quieter than others on show nights.

Entering via the back of the venue on Russell Road is the quietest option and usually has little to no queues.

Of the main bars the West Bar is generally quieter and seating is available. The venue medical room is also located off the West Bar and can be used as a quiet space.

If you are feeling uncomfortable or would like to be shown to a quiet space please ask a member of stewarding staff or security who will be happy to assist you.

# Customers with Medical Requirements

We welcome attendees who need to bring medicines, food or drink to manage a medical condition. You are welcome to contact us in advance of your visit for advice, prior written acknowledgement from the venue of your requirement, or should you have any concerns or questions; you are also welcome to bring any supporting documents to the venue with you should you wish.

Our door staff are trained in our open venue for medical requirements and understand that people may need to supply their own provision to self-manage their condition. If a member of door staff has any questions they will call a Duty Manager to discuss the matter in private.

## Medical Assistance

Trained First Aiders are available for all events and can be summoned by stewards. There is also a First Aid Room available at all events, which can also be used as a quiet space.

## Emergencies

In the event of an emergency there will be both an audible alarm in all areas, as well as flashing lights in the main auditorium and strobe lights in the accessible toilets. Stewards will ensure the safe exit of all people.

There are Evacuation Chairs available. These have a safe working load of **136kgs**, and staff are trained to use them.

All areas of the venue have emergency evacuation plans including the accessible areas.

Our staff are fully trained in the evacuation of the venue and each accessible area has a specially trained member of staff who is able to evacuate people from the accessible areas.

If you would like further information on the plan for the area please do not hesitate to contact us in advance or speak to a member of our stewarding staff when you arrive at the venue.

## Feedback

We welcome feedback on how we can improve the experience for all visitors. Please contact us to let us know what we can do to improve both this Access Statement and your experience of the venue in general.

## Additional Information

General information about the city including places to stay, things to do and what's on is available from [the VisitBrighton website](#). There is a dedicated section on accessibility which includes downloadable information sheets, and information on accessible toilets, parking and Shop Mobility.

Care has been taken to ensure that the information in this Access Statement was correct at the time of publication. If you need any reassurance about any aspect of the venue's accessibility please contact us.

**Published:** September 2017

**Review Date:** February 2018

# Appendix I – What is the ‘Access Address Book’?

## Introduction

As part of our continued efforts to develop the venues accessibility we use an ‘Access Address Book’; a document for the exclusive use of our Box Office team to assist with accommodating specific access requirements and the requests of our Deaf and disabled customers.

This system has been designed to help our team better understand our customer’s needs and accommodate their requirements to ensure that the booking process is easier for you and more comprehensive for us.

We believe that by maintaining a list of our customers and their requirements we can better understand the barriers you may encounter when visiting the Brighton Centre and limit any potential impact. In short this system helps us provide the best service possible by tailoring our events to your needs.

## What is the ‘Access Address Book’?

The ‘Access Address Book’ is essentially a list which will detail customer’s essential contact information in addition to any details which may help our Box Office team when booking for an event at the Brighton Centre. It will detail your specific requirements in addition to any personal preferences you may have. For example, if you have visited before, you might favour a particular area of the auditorium and the list will notify us of this so when you book, we’ll know.

## Why do you need this information?

Until we launched the Access Address Book we allocated accessible seating and particularly free Personal Assistants tickets, via an honesty system, we did not ask for proof of eligibility, and subsequently the system was open to abuse.

In order to prevent such abuse and ensure these tickets are available only to customers with a legitimate need we decide to change the way we manage these bookings.

The Brighton Centre works closely with 'Attitude is Everything' to improve the service we provide to our Deaf and disabled customers and as part of our commitment we want to ensure that our resources are to the highest standard and available to as many people as possible.

The implementation of this system means that we are now able to provide a greater number of tickets for our customers and identify areas of strength, and where we might need to improve.

For those who require the aid of a free Personal Assistant it means greater ticket availability and for those who visit us independently it will ensure that we find the best location possible to ensure they enjoy the event.

## **I require a Personal Assistant, How does that work?**

Some of our customers require assistance when visiting the Brighton Centre and we do offer free Personal Assistant tickets in such cases. A significant advantage of this system is that, by registering eligibility for a free ticket, we are able to issue more tickets rather than old system where the amount was capped per event.

In order to issue free Personal Assistant tickets we need proof of eligibility by one of the means listed below:

- Front page of DLA / PIP letter (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card
- Letter from 24hr Care Home (please contact the Box Office)
- Recognised Access Card with a +1 symbol (such as CredAbility or Compass)

(Please feel free to blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted)

If you do not have any of the above evidence but wish to apply for a free ticket for a Personal Assistant, please complete the Access Requirement Form, Section 3.2. You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Applications are assessed on a case-by-case basis.

## **What do I need to do now?**

Complete the Access Requirement Form below, the answers provided will be added to the secure 'Access Address Book' and used to assist our Box Office team in finding you the best and most suitable ticket for your chosen events.

The form can be completed by either the person with the disability or by the Personal Assistant. Please then send the form back to us at -

Brighton Centre Box Office, Brighton Centre, Kings Road, Brighton, BN1 2GR

or email it to use at BrightonCentre@brighton-hove.gov.uk.

Once we receive the completed form we will contact you using your preferred method to finalise and confirm the details you have provided.

## **Is my information secure?**

Yes. The Brighton Centre holds personal and access information about our customers in order to provide the best possible service to you. We will always ask for your consent to hold your details and we will never share any details held on the Access Address Book.

## **What happens next time I want to book something?**

Once you've completed and returned the form we'll have your details so when you book please tell us you're on the Access Address Book and we'll do the rest.

# Appendix II – Access Requirement Form

This form can be made available in alternative formats.  
Please ask a member of staff, email  
[BrightonCentre@brighton-hove.gov.uk](mailto:BrightonCentre@brighton-hove.gov.uk) or call us on  
**01273 292695** for further information

## Part 1: Personal Details

Name:

Address:

Postcode:

Tel / Mobile:

Email:

Booking Reference Number:

## Part 2: Access Provision Requirement

**Please check the box next to the access provisions you require:**

Wheelchair User Space	Width of wheelchair (in mm)	
No steps	Front facing seat	
Minimal steps	Induction loop	
Seat close to toilets	BSL Interpreter	
Seat close to exit	Assisted Performance: BSL Interpreted	
Aisle seat	Assisted Performance: Captioned	
Seat close to stage	Assisted Performance: Audio Described	
Will you be accompanied by a Personal Assistant:		YES / NO

### 2.1. Additional Requirements

If you have requirements not covered by the options above or would like to give us further information please provide details below (attach extra pages if required):

### 2.2. Preferred Location

If you have attended events at the Brighton Centre in the past and have a preferred location please provide details below (attach extra pages if required):

## Part 3: Information / Evidence

Evidence is now required to gain a free Personal Assistants ticket. If you do not require a Personal Assistant ticket but would like to be on our Access Address Book please leave this section blank.

### 3.1. Eligibility

To be eligible we require a photocopy or scan of one of the following documents (dated within the past 12 months if DLA or Attendance Allowance). Please check the box next to the evidence you wish to submit:

Front page of DLA / PIP (no specific rate required)

Front page of Attendance Allowance letter (no specific rate required)

Evidence that registered severely sight impaired (Blind)

Recognised Assistance Dog ID card

Letter from 24hr Care Home (Please contact the Box Office)

Recognised Access Card (such as CredAbility or Compass)

None of the above (see below)

Please note we are unable to accept a Blue Badge as evidence

You are welcome to post or email copies of any additional evidence that supports your application, or contact us to discuss your requirements. All applications for free personal assistant tickets will be assessed on a case-by-case basis.

### **3.2. Statement (with option to send alternative evidence)**

We recognise that the evidence above is not definitive. If you do not have any of the above evidence but wish to apply for the above access facilities, use the box below to state why you require them (please use extra pages if required):

You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your requirements. All applications for free PA tickets will be assessed on a case-by-case basis.

## **Part 4: Data Protection**

We would like to retain data for your convenience, so that you do not need to re-submit this form every time you wish to book with us. Once we've received your form we can hold your data for a period of 3 years with your consent. You can then contact us to rebook access facilities without having to submit a form and evidence. If you would be happy for us to retain the data submitted with this form, please tick this box:

Please note that all collected data will automatically be deleted in 3 years of submission if you do not request access facilities in this time.

## **We will not share your data with any third party organisations.**

### **Preferred method of contact**

Please use the boxes below to indicate your preferred method of contact, if you have more than preference please number your choices 1-3 (1 being most preferred and 3 least preferred)

Email

Phone

Post

Once we've received your completed form we'll contact you to finalise your booking if one has been made.

As part of the Brighton Centre's continued efforts to improve access to our venue we would like to contact you on occasion for marketing purposes, customer satisfaction surveys. Please **tick** the box if you are happy for us to do so.

We would also like to be able to contact our Deaf and disabled customers with ideas and thoughts about improvements to access facilities at the Brighton Centre. Please tick this box if you'd be happy for us to do so.

## **Part 5: Submitting your Form**

You can submit your completed form and supporting documentation in the following ways:

**Email** your completed form to: [BrightonCentre@brighton-hove.gov.uk](mailto:BrightonCentre@brighton-hove.gov.uk)

Or, **post** your completed form to:

Brighton Centre Box Office  
Brighton Centre  
Kings Road  
Brighton  
BN1 2GR

If you need help completing your form, would like to visit the venue to view the available facilities or have any questions about this process please contact us by emailing [BrightonCentre@brighton-hove.gov.uk](mailto:BrightonCentre@brighton-hove.gov.uk) or

call us on 01273 292695 (open Monday – Saturday 10am – 4pm).

### **Submitting supporting documents**

When submitting documents to support your form, we ask that if possible you:

- Scan evidence and attach it with your form if emailing
- Photocopy evidence and clip it to a printed form if posting

This helps to speed up the process considerably.

Please feel free to black-out any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.